

**The Government of the Republic of Ghana  
Development of e-Government Procurement (e-GP)  
System in Ghana**

**D10 End-user Supplier Manual**

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**EUROPEAN DYNAMICS S.A.**



## Modification History

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## Acronyms/ Abbreviations

Acronym	Term
AG	Attorney General
API	Application Programming Interface
APP	Annual Procurement Plan
CAN	Contract Award Notice
CCM	European Dynamics Catalogue Configuration Management System
CO	Compliance Officer
CPMS	European Dynamics Contract Performance Management System
ED	EUROPEAN DYNAMICS
EOI	Expression of Interest
ePPS	European Dynamics electronic Public Procurement System
FA	Framework Agreement
SFB	Selection Under Fixed Budget
FDR	Further Discount Rate
GEPP	Government Electronic Payment Portal
GHS	Ghanaian Cedi
GIFMIS	Government Integrated Financial Management Information System
GL	General Ledger
GPN	General Procurement Notice
GRA	Ghana Revenue Authority
GRN	Goods Received Note
GUI	Graphical User Interface
HCO	Head Compliance Officer
HE	Head of Entity
HEB	Highest Evaluated Bid
HPU	Head of ProcurementUnit
ICB	International Competitive Bidding
ICS	International Competitive Selection
IS	International Shopping
Ift	Invitation for Tenders
JSON	JavaScript Object Notation
LCS	Least Cost Selection
LEB	Lowest Evaluated Bid
LPO	Local Purchase Order
NCB	National Competitive Bidding
NCS	National Competitive Selection
NITA	National information Technology Agency
NS	National Shopping
NUTS	Nomenclature of Territorial Units for Statistics (used in the EU)
OCDS	Open Contracting Data Standard
PE	Procuring Entity
PO	Procurement Officer
PMIS	Procurement Management Information System
PPA	Public Procurement Authority
QBS	Quality Based Selection
QCBS	Quality and Cost Based Selection
RFP	Request for Proposal
RfPQ	Request for Pre-Qualification

Acronym	Term
RFQ	Request for Quotation
RGD	Registrar General Department
RS	Restricted Selection
RT	Restricted Tendering
SA	System Administrator
SPN	Specific Procurement Notice
SSNIT	Social Security and National Insurance Trust
SST	Single Source Tendering
TC	Tender Coordinator
TEP	Tender Evaluation Panel
TEPC	Tender Evaluation Panel Chairperson
TOP	Tender Opening Panel
TPT	Tender Preparation Tool
UNSPSC	United Nations Standard Products and Services Code
URL	Uniform Resource Locator

## 1 Minimum and Recommended System Requirements

### Minimum requirements:

Relatively recent Operating System (e.g. Windows XP or 7, or equivalent)

Office tools (e.g. MS Office support MS Word, MS Excel, or equivalent)

Email client (e.g. MS Outlook, or equivalent) with access to the end-user's mailbox

Browser: Internet Explorer (11 or higher), or Firefox (40 or higher), or Opera / Chrome / Safari (latest)

Session Cookies: enabled

Window Resolution: 1024 x 768

PDF viewer (e.g. Adobe PDF Reader, or equivalent)

Compression/decompression software (e.g. 7zip, winrar, or equivalent)

JavaScript enabled, for full end-user experience

Access to the Internet through HTTP/HTTPS

A valid e-mail address

Pop-up blockers disabled



### Recommended requirements:

Windows 7, or above

MS Office 2003, or above

Email client (e.g. MS Outlook, or equivalent) with access to the end-user's mailbox

Browser: Internet Explorer (11 or higher), or Firefox (45.0.1 or higher)

Session Cookies: enabled

Window Resolution: 1024 x 768

PDF viewer (e.g. Adobe PDF Reader, or equivalent)

JavaScript enabled, for full end-user experience

Compression/decompression software (e.g. 7zip, winrar, or equivalent)

Access to the Internet through HTTP/HTTPS

A valid e-mail address

Pop-up blockers disabled

## 2 e-Tendering Functionality

The procurement modules provide the following common behaviour/functionality for all its end-users.

### 2.1 General Usage Guidelines

The procurement modules of the GHANEPS system will provide the following common navigation behaviour/functionality:

Tabular display. Any data displayed in tabular format will have the following header which helps the user to navigate:

#	Title	PE	Info	Bids Submission Deadline	Procedure	Status	Notice PDF	Award Date	Estimated Total Contract Value	
---	-------	----	------	--------------------------	-----------	--------	------------	------------	--------------------------------	--

Figure 1: Example of a table header










The arrows  are used for shorting (in ascending/descending order) the results by the corresponding field. The button  is used to hide/ show a number of fields in the table. Any search query or list, with more than a page of results, will include the following navigation buttons:

Table 1: Pagination options

	First Page
	Last Page
	Previous Page
	Next Page

The following buttons are also widely used within the GHANEPS:

Table 2: Additional options

	<b>Calendar Button.</b> Selecting this button opens a calendar enabling the user to select a date
	<b>Search Button.</b> Selecting this button opens a searching window enabling the user to search for various codes (e.g. UNSPSC codes)
	<b>Clear Button.</b> This button clears the selection of the user

### 2.2 The Tender Menu Functionality

The data uploaded or produced by the system within the context of a Tender is categorised depending on context (e.g. bids, evaluation reports, associated users, etc). The Tender Menu contains all available options for accessing these various categories of a Tender, depending on the user role. It comprises the main navigational tool of a Tender. The Tender Menu is collapsed by default:



Figure 2: The Tender Menu (collapsed)

If the user selects the Tender Menu, it will be expanded to show all available functionalities. The user can select any of the provided functionalities:

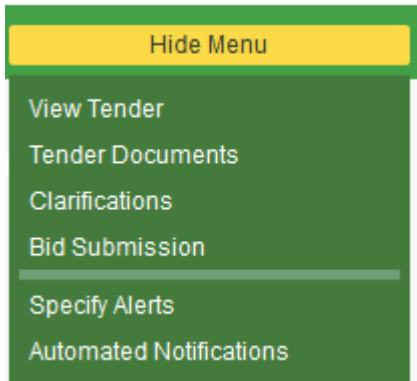


Figure 3: The Tender Menu (expanded)

Selecting the Tender Menu, again, will collapse it (Figure 2).

## 2.3 Main Page

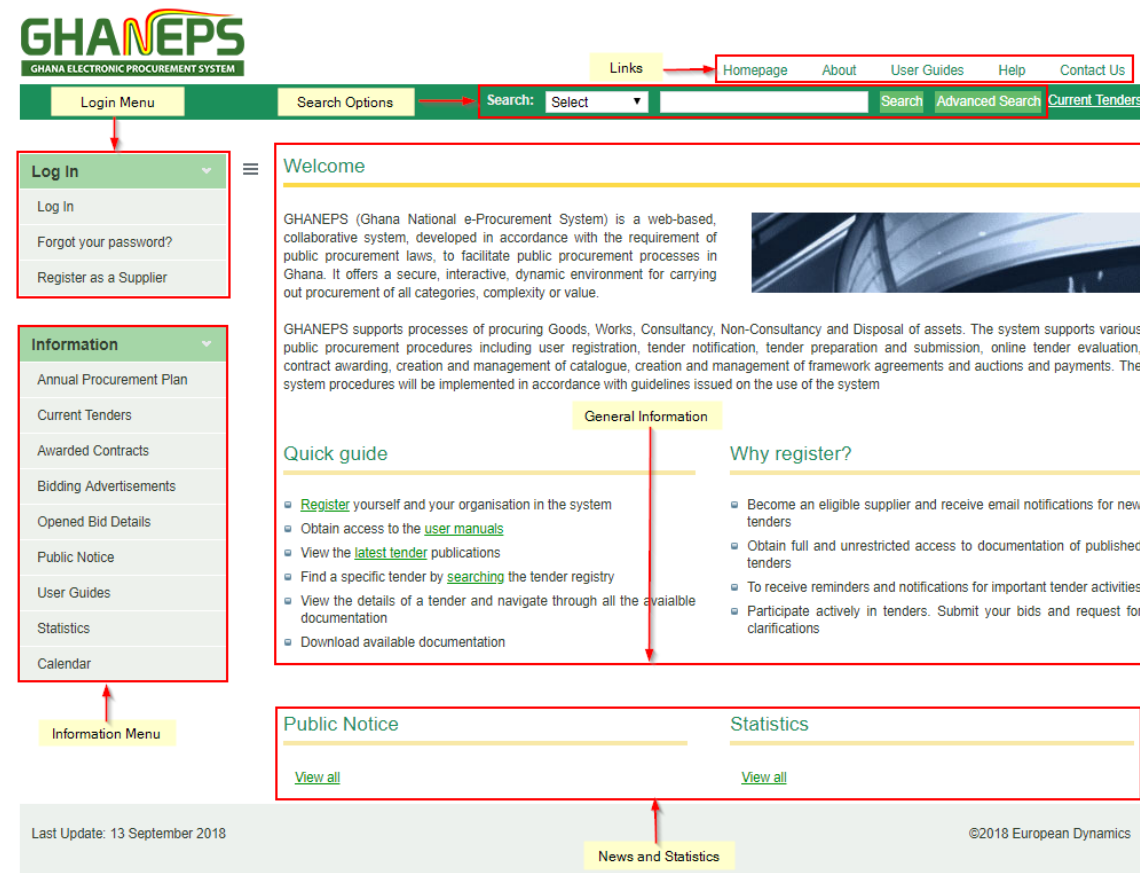


Figure 4: Main page

The main page of the GHANEPS system consists of the following elements:

- **Left column**, which contains the Login panel, General Information Panel, and Calendar Panel.
- **Central column**, which contains general information regarding the system, the Suppliers and the users of procuring entities. Furthermore, it lists any uploaded news and also statistical information about the system usage.
- **Constant functionality at the top** of the main page which contains functionalities which are available within all pages of GHANEPS.
- **Constant functionality at the bottom** of the main page which contains functionalities which are available within all pages of GHANEPS.

The following are the most important sections within the main page.

### 2.3.1 Login Section

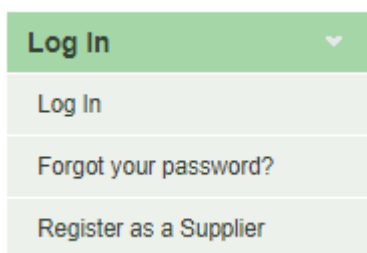


Figure 5: Login panel

In this section, functionality is provided to enable all users (Procuring Entities, Supplier Organisations, Administrators, Administrative review Panellists and Auditors) to authenticate in the system providing that they use correct credentials (username and password). Furthermore, functionality to recover user's password is included. Finally, functionality for the registration of Suppliers within the system is provided.

### 2.3.2 Search Section

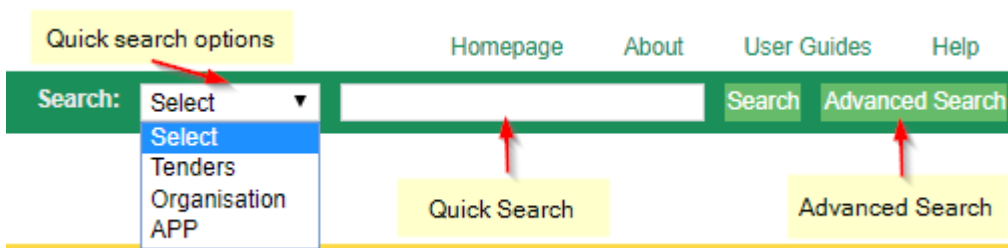


Figure 6: Search panel

The users can use this section to search for Tenders, Organisations and Annual Procurement Plan entries. Advanced searching functionality, (by selecting the button **Advanced Search**) is also provided (Figure 6).

## 2.4 Login to the System

All users of the GHANEPS module should have an appropriate user name and password. In order for a user to login to the system, he must provide his credentials in the login section of the main page.

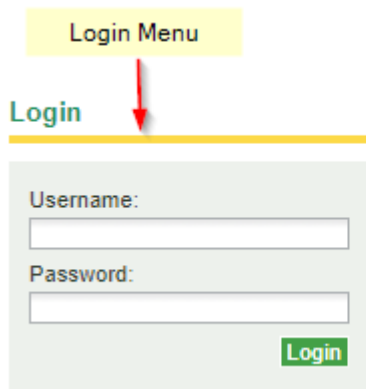


Figure 7: User login

If the user provides incorrect credentials (either user name or password) an error message will be displayed.

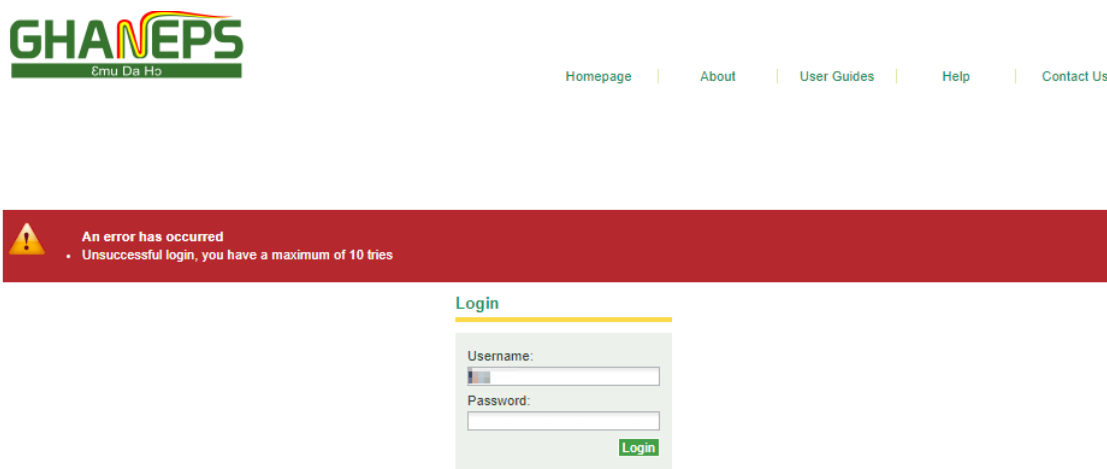


Figure 8: Wrong credentials

If the user provides an incorrect password for a username more than 9 times, the user account will automatically get de-activated. In this case, the user should contact the system administrator to re-activate the account.

## 2.5 Login to the System for the First Time

The following steps are available, when the user logs in to access the GHANEPS services for the first time.

As a first step, the user will have to provide the transaction number (which is received by email after his successful registration on the system).

Please do not reply to this mail.

After providing his user credentials the user is requested to provide the transaction number received during the registration.

Log In

Logged in as:  
Bansari (Logout)

e-Catalogues

e-Contracts

Log Out

Information

Annual Procurement Plan

Current Tenders

Awarded Contracts

Bidding Advertisements

Transaction Number

An error has occurred:

Your application is currently being processed. You will receive an email informing you when your application has been approved.

Close

Identification Number

Please, enter the transaction number you received by e-mail

Submit

Resend Confirmation

If the user has misplaced the e-mail with the transaction number, it can be resent to the registered e-mail address by clicking on the **Resend Confirmation** button.

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## Accept Agreement

Please read below User Agreement ("license") carefully before using the system.

By using the system, you are agreeing to be bound by the terms of this license.

If you do not agree to the terms of this license, do not use the software. If you do not agree to the terms of the license, please decline the agreement.

[Ghana eGP Terms and Conditions](#)

Figure 11: Confirmation of the user agreement

## 2.6 Logout from the System

The user can exit the GHANEPS services by selecting the “**Logout**” functionality.

**Log In** ▼

Logged in as:  
[blurred text]  
[blurred text]

Last login on :  
[blurred text]

Edit Profile

Homepage

e-Catalogues

e-Contracts

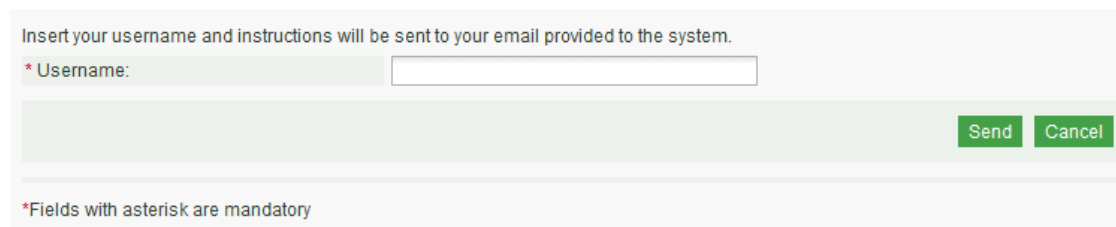
**Log Out**

Figure 12: Logout functionality

## 2.7 Password Recovery

The user can recover his password from the “**Forgot your password**” functionality (Figure 5) available from the home page.

### Forgot your password?



**Figure 13: Password recovery/change**

If the provided details are valid, the system sends an email to the associated address, containing a transaction number and a unique generated access link.

```

GHANEPS Platform - Password Reset Instructions

New password for user: [redacted] with full name [redacted] Admin.

Go to the following link and insert new password with transaction number.

You can access the new password section through the following link:
https://ghane-ghana.sourdis.com/prepareResetPassword.do?
[redacted]

Your registration transaction number is: [redacted]

If you require further assistance, refer to the User Guides link or click on the Contact Us link at the top of the
homepage

*****
IMPORTANT: All actions within GHANEPS will be recorded for auditing purposes.
This email and any files transmitted with it are confidential and intended solely for the use
of the individual or entity to whom they are addressed. If you have received this email in error
please notify the GHANEPS manager. This message contains confidential information and is intended
only for the individual named. If you are not the named addressee you should not disseminate,
distribute or copy this e-mail. If you have received this e-mail by mistake delete this
e-mail from your system. If you are not the intended recipient you are notified that disclosing,
copying, distributing or taking any action in reliance on the contents of this information
is strictly prohibited.

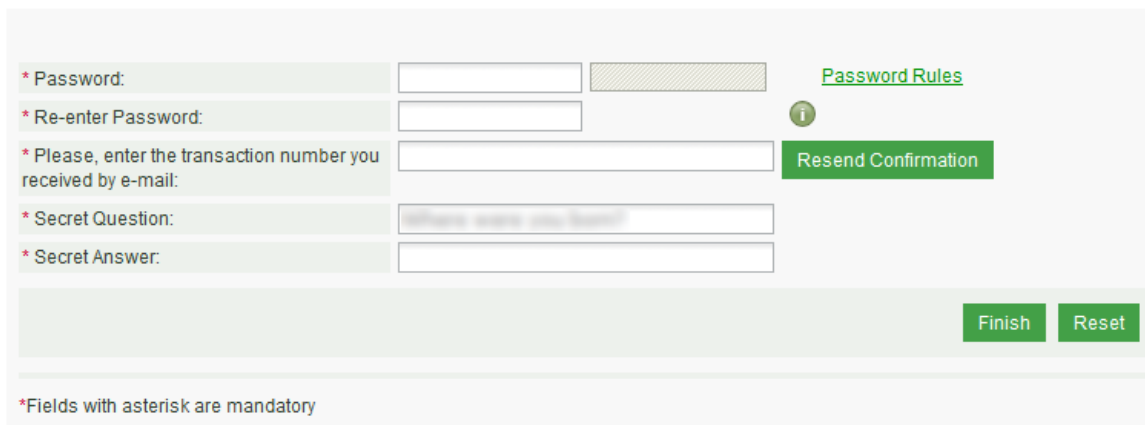
Please do not reply to this mail.
*****
  
```

**Figure 14: Email containing a registration transaction and unique access link**

In order to reset the password, the user accesses the displayed link. To trigger the password reset functionality, the system requires the user to provide:

- Username
- New password
- Password confirmation
- Transaction number
- Secret question response

## Reset password



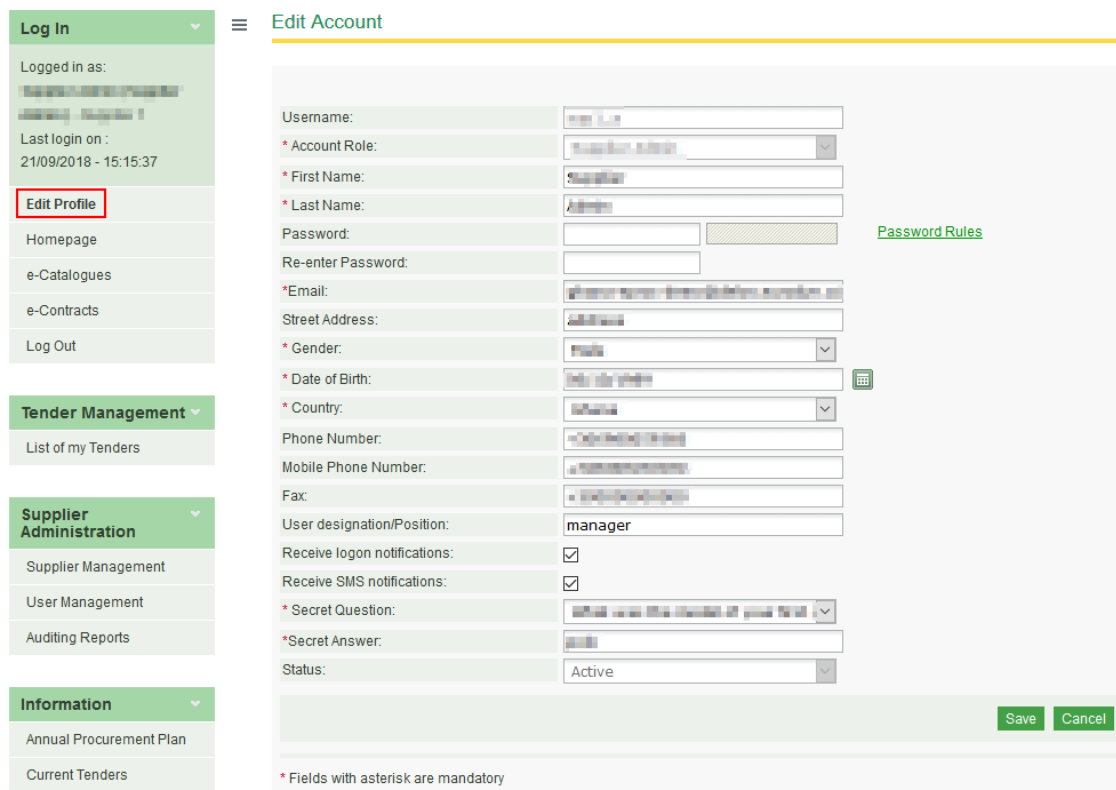
The form contains the following fields and elements:

- \* Password:** Text input field.
- \* Re-enter Password:** Text input field.
- \* Please, enter the transaction number you received by e-mail:** Text input field.
- \* Secret Question:** Text input field.
- \* Secret Answer:** Text input field.
- Buttons:** "Resend Confirmation" (green), "Finish" (green), "Reset" (green).
- Links:** "Password Rules" (green).
- Footer:** "\*Fields with asterisk are mandatory".

Figure 15: Resetting the password

## 2.8 Maintenance of User's Profile

After successful authentication the user can edit their profile by selecting the “**Edit Profile**” functionality (accessible in the left column menu). The user can update the information fields and then select the button “**Save**” to store the performed modifications. In case any of the mandatory information is missing the system will prompt the user with an error message.



The form is titled "Edit Account" and includes a left sidebar with navigation options: "Log In", "Edit Profile" (highlighted with a red box), "Homepage", "e-Catalogues", "e-Contracts", "Log Out", "Tender Management", "Supplier Administration", and "Information".

The main form fields include:

- Username:** Text input field.
- \* Account Role:** Dropdown menu.
- \* First Name:** Text input field.
- \* Last Name:** Text input field.
- Password:** Text input field.
- Re-enter Password:** Text input field.
- \* Email:** Text input field.
- Street Address:** Text input field.
- \* Gender:** Dropdown menu.
- \* Date of Birth:** Date picker.
- \* Country:** Dropdown menu.
- Phone Number:** Text input field.
- Mobile Phone Number:** Text input field.
- Fax:** Text input field.
- User designation/Position:** Text input field.
- Receive logon notifications:** Checkmark.
- Receive SMS notifications:** Checkmark.
- \* Secret Question:** Dropdown menu.
- \* Secret Answer:** Text input field.
- Status:** Dropdown menu.
- Buttons:** "Save" (green), "Cancel" (green).
- Footer:** "\* Fields with asterisk are mandatory".

Figure 16: Edit User's Profile

The password should follow a specific configuration. To view the password rules the user should click on the link “**Password Rules**” (Figure 17). The password configuration rules consist of:

- Letters (upper case/lower case) allowed to be used
- Numbers allowed to be used
- Characters allowed to be used
- Allowed login failures
- Password lifetime
- Password length (min/max)
- Password history

Upper case letters	<input type="checkbox"/> Select All	Lower case letters	<input type="checkbox"/> Select All
A	<input checked="" type="checkbox"/>	a	<input checked="" type="checkbox"/>
B	<input checked="" type="checkbox"/>	b	<input checked="" type="checkbox"/>
C	<input checked="" type="checkbox"/>	c	<input checked="" type="checkbox"/>
D	<input checked="" type="checkbox"/>	d	<input checked="" type="checkbox"/>
E	<input checked="" type="checkbox"/>	e	<input checked="" type="checkbox"/>
F	<input checked="" type="checkbox"/>	f	<input checked="" type="checkbox"/>
G	<input checked="" type="checkbox"/>	g	<input checked="" type="checkbox"/>
H	<input checked="" type="checkbox"/>	h	<input checked="" type="checkbox"/>
I	<input checked="" type="checkbox"/>	i	<input checked="" type="checkbox"/>
J	<input checked="" type="checkbox"/>	j	<input checked="" type="checkbox"/>
K	<input checked="" type="checkbox"/>	k	<input checked="" type="checkbox"/>
L	<input checked="" type="checkbox"/>	l	<input checked="" type="checkbox"/>
M	<input checked="" type="checkbox"/>	m	<input checked="" type="checkbox"/>
N	<input checked="" type="checkbox"/>	n	<input checked="" type="checkbox"/>
O	<input checked="" type="checkbox"/>	o	<input checked="" type="checkbox"/>
P	<input checked="" type="checkbox"/>	p	<input checked="" type="checkbox"/>
Q	<input checked="" type="checkbox"/>	q	<input checked="" type="checkbox"/>
R	<input checked="" type="checkbox"/>	r	<input checked="" type="checkbox"/>
S	<input checked="" type="checkbox"/>	s	<input checked="" type="checkbox"/>
T	<input checked="" type="checkbox"/>	t	<input checked="" type="checkbox"/>
U	<input checked="" type="checkbox"/>	u	<input checked="" type="checkbox"/>
V	<input checked="" type="checkbox"/>	v	<input checked="" type="checkbox"/>
W	<input checked="" type="checkbox"/>	w	<input checked="" type="checkbox"/>
X	<input checked="" type="checkbox"/>	x	<input checked="" type="checkbox"/>
Y	<input checked="" type="checkbox"/>	y	<input checked="" type="checkbox"/>
Z	<input checked="" type="checkbox"/>	z	<input checked="" type="checkbox"/>

Numbers	<input type="checkbox"/> Select All
0	<input checked="" type="checkbox"/>
1	<input checked="" type="checkbox"/>
2	<input checked="" type="checkbox"/>
3	<input checked="" type="checkbox"/>
4	<input checked="" type="checkbox"/>
5	<input checked="" type="checkbox"/>
6	<input checked="" type="checkbox"/>
7	<input checked="" type="checkbox"/>
8	<input checked="" type="checkbox"/>
9	<input checked="" type="checkbox"/>

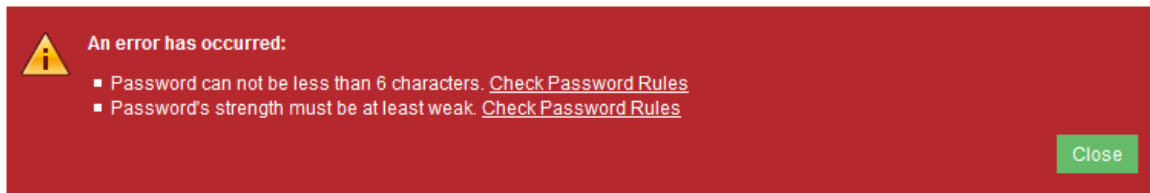
Other characters	<input type="checkbox"/> Select All
!	<input checked="" type="checkbox"/>
@	<input checked="" type="checkbox"/>
#	<input checked="" type="checkbox"/>
\$	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>

Allowed login failures	<input type="text" value="10"/>
Password lifetime (in months)	<input type="text" value="Never"/>
Password Min length	<input type="text" value="6"/>
Password Max length	<input type="text" value="20"/>
Password history <input checked="" type="radio"/> Activate <input type="radio"/> Deactivate	
Password strength	<input type="text" value="weak"/>

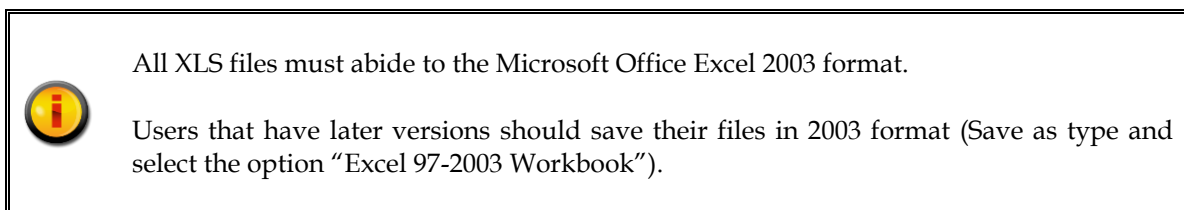
**Figure 17: Password Configuration Rules**

In case the password does not follow the password configuration the following message appears.



## 2.9 XLS File Format Support

All XLS files uploaded to the GHANEPS system must abide to the Microsoft Office Excel 2003 format.

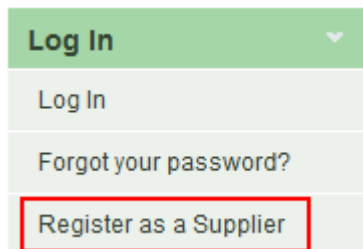


## 2.10 Registration of Supplier

All Suppliers are able to self-register to use the GHANEPS system.

### 2.10.1 Online Supplier Registration


In order for a Supplier to register in the system, the user should select the option “**Register as Supplier**” from the “**Login Panel**” of the main page (Figure 18).



**Figure 18: Register as Supplier**

In the first phase of the registration procedure the user registers his organisation by providing the following information (Figure 19):

- Company Registration Number

The user can then click on  to retrieve company information registered with the corresponding authority in Ghana (RGD). This ensures that the GHANEPS system contains the same data as that provided during registration of the business.

If the organisation is not found on the RGD system, which is expected for foreign suppliers that have not registered with the relevant authorities in Ghana, the user can proceed with the registration process manually by providing the following information:

- Country of Registration

- Tax Identification Number
- Organisation Name
- Category
- Street Address
- Postal Address
- Country
- City
- ZIP Code
- Phone Number
- Foreign Input
- Type of Business
- Captcha code

Log In

Log In

Forgot your password?

Register as a Supplier

Register Supplier

Information

Annual Procurement Plan

Current Tenders

Awarded Contracts

Bidding Advertisements

Opened Bid Details

Public Notice

Supplier Training Videos

User Guides

Statistics

Calendar

Step 1: Organisation Details

\*Country of Registration:

Egypt

\*Company Registration Number:

Retrieve Company Data from RGD

\*Tax Identification Number:

\*Organisation Name :

\*Category:

-Select Category-

VAT number:

Company Shareholding Structure:

\*Street Address:

\*Postal Address:

Region:

-Select Region-

District:

-Select District-

\*City:

\*Zip Code:

\*Country:

Ghana

\*Phone Number:

Fax:

Company Email:

Website:

\*Foreign Input:

-Select Foreign Input-

Attachment Field:

Browse... No file selected.

Type of Activity:

Goods

Works

Consulting Services

Technical Services

\*Type of Business:

-Select Type of Business-

Number of full time employees:

\*Please type the code shown below:

ca02tz

Refresh Code



Validate & Continue

Reset

Cancel



Figure 19: Registration of organisation

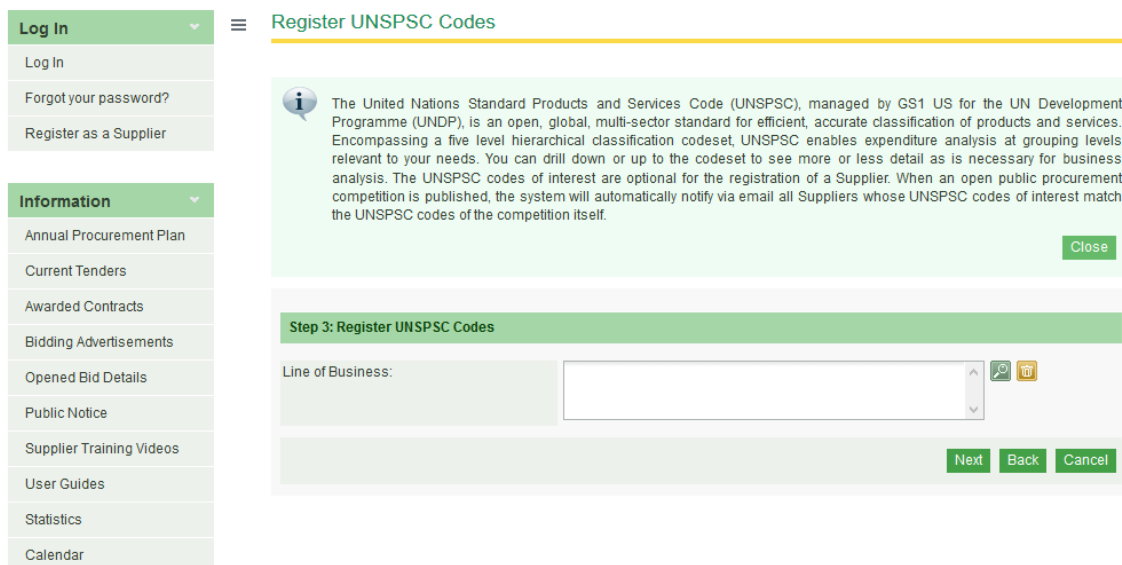
In order to proceed to the next phase, the user should have also typed, in the provided text field, the visual CAPTCHA code displayed by the system on the screen. Selecting the “Refresh” button updates the code (Figure 19). Finally, the user should select the button “Validate & Continue” to continue the registration process.

The next step is the definition of the Director details of the organisation (Figure 21). The user add up to 10 directors by the use of the  button. The button  is used to delete an already existing director. At least 1 Director must be added during the registration process.




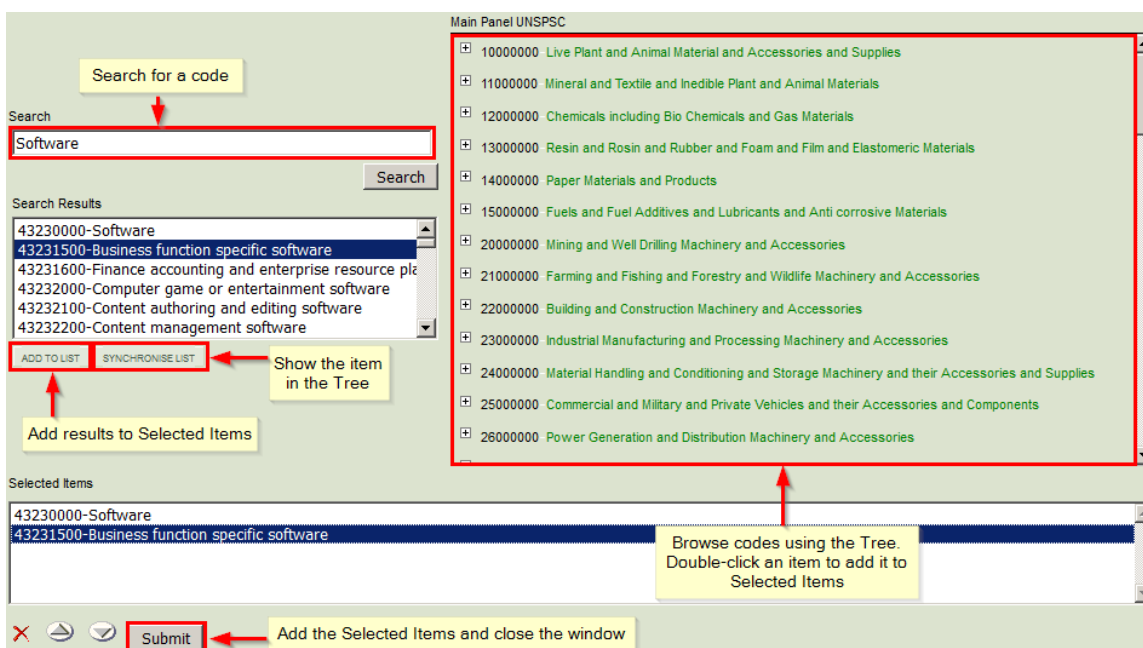
**Figure 20: Registration of UNSPSC codes**

The next step (optional) is the association of UNSPSC codes of interest with the organisation (Figure 21). The user can associate UNSPSC codes by the use of the  button. The button  is used to delete a selected UNSPSC code. At least 1 UNSPSC code must be linked during the registration process.



**Figure 21: Registration of UNSPSC codes**

After clicking on the  button, the user is presented with a pop-up window to select UNSPSC codes (Figure 22). Up to 5 codes can be selected to be linked to the supplier profile.



**Figure 22: UNSPSC code selection**

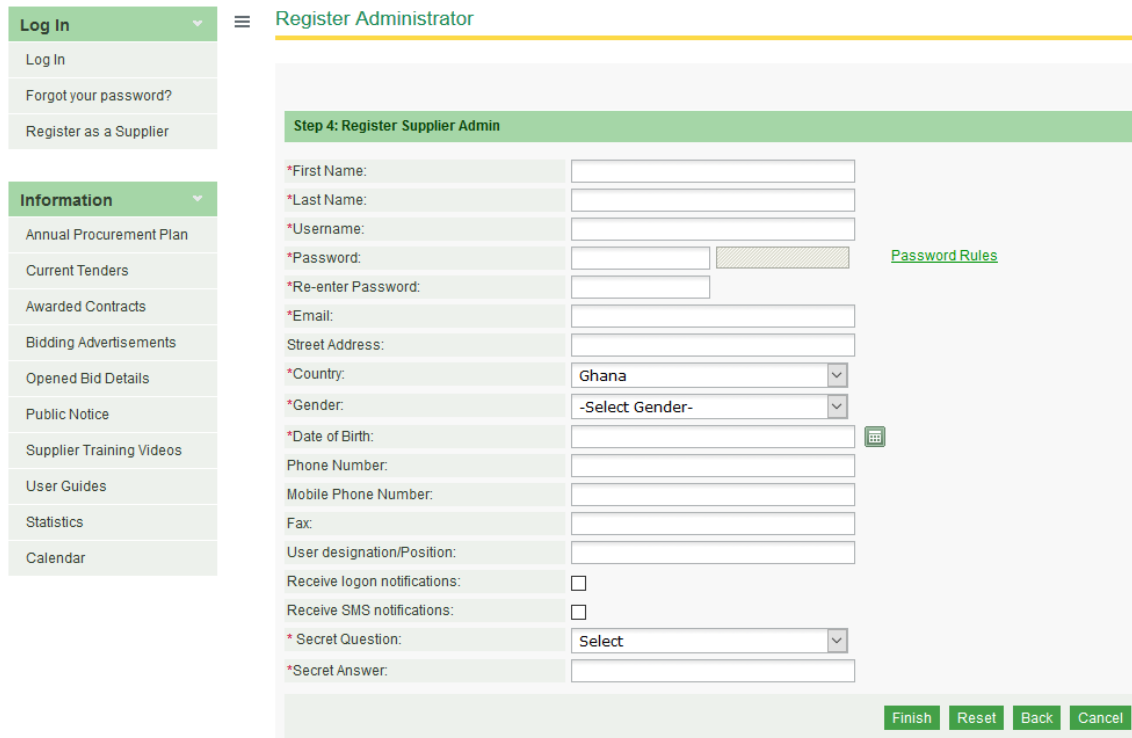
In order to continue, the user should select the “Next” button. The “Back” button returns the user to the previous phase (Figure 19).

In the final step the user registers the administrator of the Supplier (Supplier Admin). The following details are mandatory (Figure 23):

- First Name
- Last Name
- Username
- Password
- Email
- Country
- Gender
- Date of Birth
- Secret Question
- Secret Answer

Furthermore, the following details are optional (Figure 23):

- Street Address
- City
- Phone Number
- Mobile Phone Number
- Fax
- User designation/Position
- Receive logon notifications
- Receive SMS notifications



**Figure 23: Registration of Supplier admin**

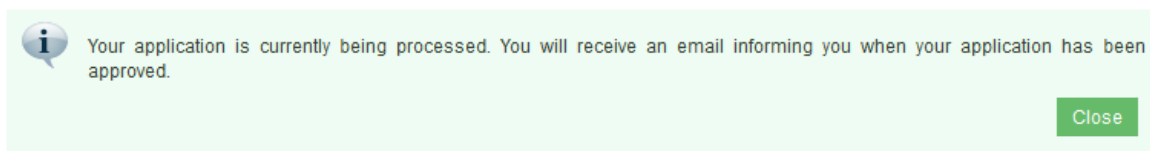
In order to finalise the registration process the user selects the “**Finish**” button. A message confirming the successful registration of the Supplier will be displayed.



**Figure 24: Confirmation of successful registration of the Supplier**

The system will send an email to the user containing details of how to access the system. Section 2.5 contains instructions on how to access the system for the first time.

The registration of a Supplier needs to be validated by the System Administrator. Until then, the following message appears when the Supplier accesses the system:



**Figure 25: Pending validation by the System Administration**


However, before the System Administrator can validate the supplier registration, the registration fee needs to be paid by the supplier. After logging in for the first time, the user must view the supplier profile as per section 2.11.1 and must complete the payment of the required fee as per section 2.10.2.

If the warning message continues to occur after the registration fee has been paid, please contact the System Administrator, in order to activate the organisation account.

### 2.10.2 Payment of Fees

The GHANEPS system supports online and offline payments through the Ghana e-payment portal. When the supplier registration fee (or annual registration renewal fee) is due for payment, the user will be presented with a warning as well as the banking details that can be used for an Internet transfer.

[View Organisation](#)


Your organisation has not made the corresponding payments.

Close

Registration Payment

Payment Kind:	Supplier Registration - 1000
Timestamp:	2018-09-26 10:00:00
Beneficiary name:	Ghana e-Government Procurement System
Payment Amount (GHS):	1000

Proceed to Payment

Reset Payment

Trigger Payment Renewal

**Figure 26: Supplier registration fee**

After clicking on the “Proceed to Payment” button to initiate the process, the user is transferred to the Government's payment portal where the payment is already placed within his/her cart.

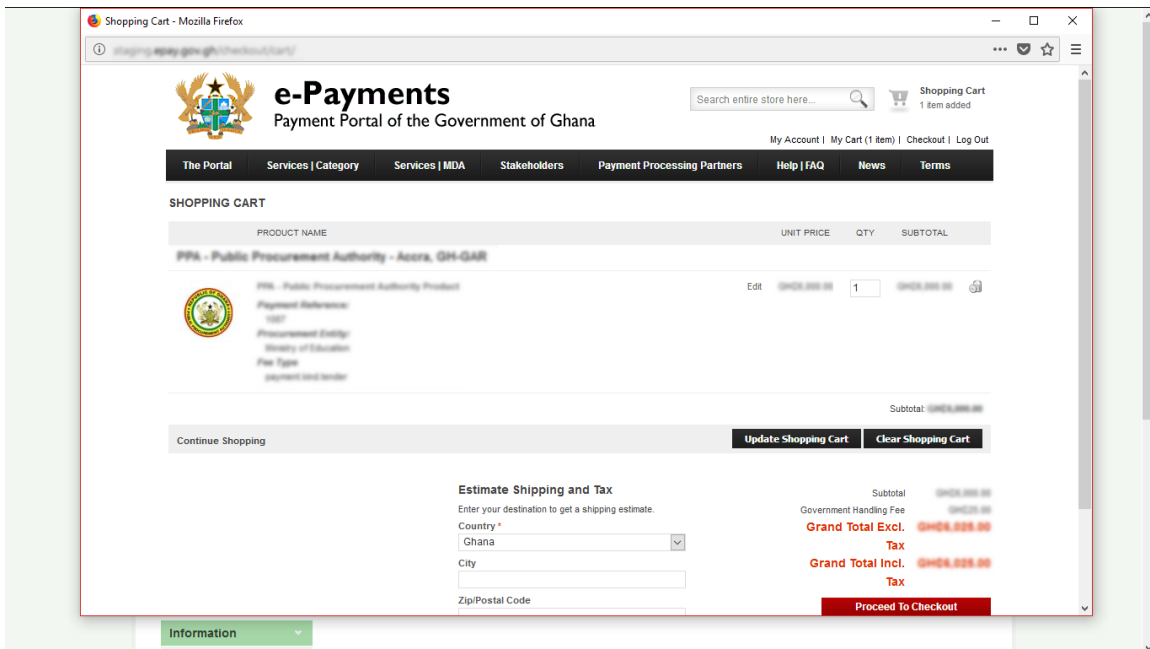


Figure 27: Ghana e-payment portal page

After clicking "Proceed to Checkout" button the user verifies or modifies his/her address details and click on the "Continue" button.

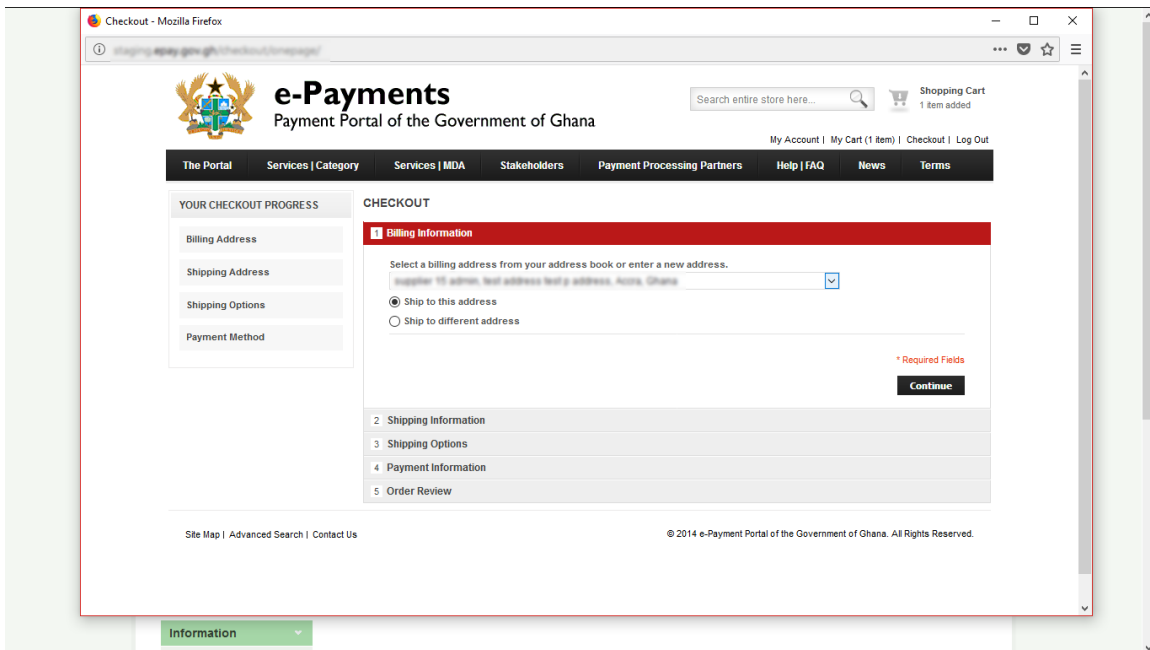
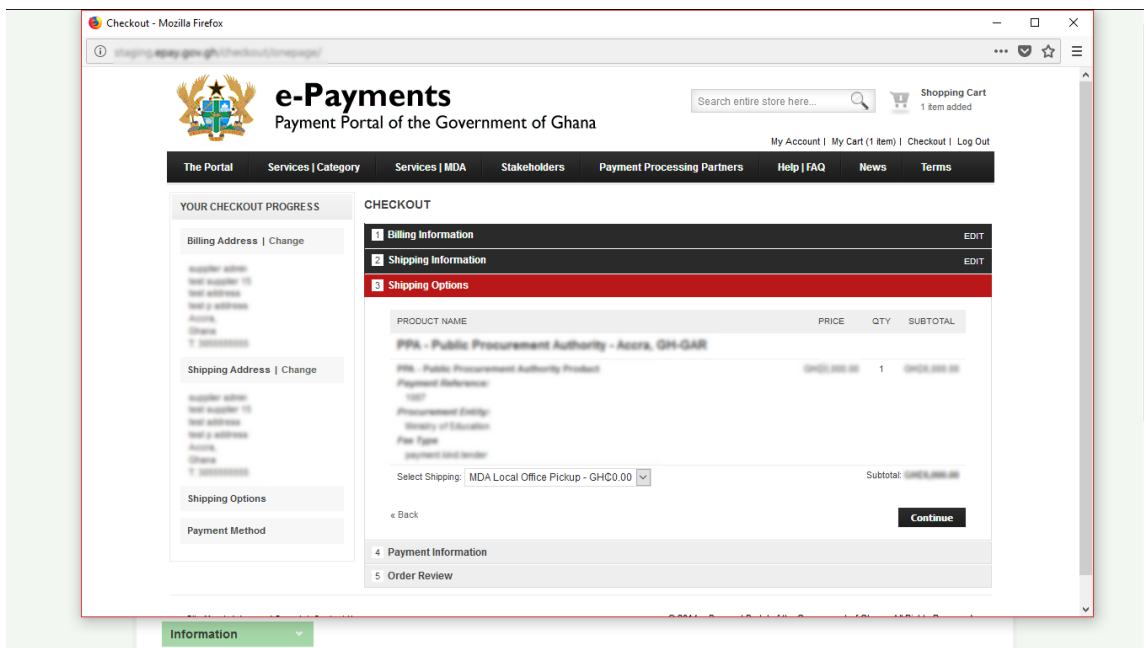


Figure 28: Checkout page



**Figure 29: Shipping options tab**

The user chooses from any of the supported methods of payment that you would like to use. The available methods are the following:

- MasterCard
- Airtel Money
- Barclays Banktransfer
- Access Banktransfer
- MTN Mobile Money
- Tigo
- Airtel Mobile Money
- MasterCardVisa Card GTBank
- Bank Transfer – Ecobank
- Bank Transfer – Zenith Bank

The screenshot shows the 'e-Payments' checkout page. The header includes the Government of Ghana logo and navigation links. The main content area is titled 'CHECKOUT' and features a sidebar for 'YOUR CHECKOUT PROGRESS' with links for Billing Address, Shipping Address, Shipping Options, and Payment Method. The 'CHECKOUT' section has four tabs: Billing Information, Shipping Information, Shipping Options, and Payment Information (which is selected and highlighted in red). Under the 'Payment Information' tab, there are radio button options for various payment methods: eTranzact (Mobile Banking, Prepaid and other local bank cards), MasterCard, Airtel Money, Barclays Banktransfer, Access Banktransfer, MTN Mobile Money, Tigo, Airtel Mobile Money, MasterCard/Visa Card GTBank, Bank Transfer - Ecobank, and Bank Transfer - Zenith Bank.

Figure 30: Payment information tab

The user ensures that he/she have reviewed and accepted the E-Payment Terms of Use before clicking on the "Place Order" button to finalise his/her payment. The user is re-directed to the payment provider site to complete the payment.

The screenshot shows the 'Order Review' page. The header is the same as Figure 30. The main content area is titled 'Order Review' and features a sidebar for 'YOUR CHECKOUT PROGRESS' with links for Shipping Address, Shipping Options, and Payment Method. The 'Order Review' section has a table with columns for PRODUCT NAME, PRICE, QTY, and SUBTOTAL. The table lists the following items:

PRODUCT NAME	PRICE	QTY	SUBTOTAL
PPA - Public Procurement Authority - Accra, GH-GAR			
PPA - Public Procurement Authority Product	GH¢0.00	1	GH¢0.00
Payment Reference: 1007			
Procurement Entity: Ministry of Education			
Fee Type: Payment and order			
Direct Pickup from MDA - MDA Local Office Pickup (GH¢0.00)			
Subtotal:			GH¢0.00
Subtotal:			GH¢0.00
GOVERNMENT HANDLING FEE			GH¢0.00
Shipping & Handling (Total)			GH¢0.00
Grand Total Excl. Tax			GH¢0.00
Grand Total Incl. Tax			GH¢0.00

Below the table, there is a section for 'Online Payment Terms and Conditions & Privacy Statement'. It contains a paragraph of text and a checkbox labeled 'Please confirm the E-Payment Terms of Use'. At the bottom right, there is a red 'Place Order' button.

Figure 31: Order review tab

## 2.11 Supplier Management

The Users with a role of Supplier Organisation Administrator can perform the following activities for the management of their organisation:

- Edit organisation details
- View the users registered within the Supplier organisation

- Edit the UNSPSC codes registered for the Supplier
- Add new users to the Supplier organisation
- Edit user's details

This management functionality is provided through the “**Supplier Management**” option of the “**Supplier Administration**” menu.



**Figure 32: Supplier menu**

Edit Organisation
Edit UNSPSC Codes
View Users
Add User

Organisation Name :	Supplier 1
Category:	Supplier
Company Registration Number:	123456789
Tax Identification Number:	1234567890123456789
VAT number:	12345
Company Shareholding Structure:	100%
Approval Date:	2023-01-01
Approved By:	Admin User
Street Address:	12345
Postal Address:	12345
Region:	Central
District:	Accra
Fax:	
Website:	
Zip Code:	01001
City:	Accra
Country:	Ghana
Phone Number:	01123456789
Company Email:	
Country of Registration:	Ghana
Foreign Input:	100%
Type of Activity:	Trade
Type of Business:	Wholesale and retail trade
Number of full time employees:	
Registration Payment Status:	Completed
Sms Payment Status:	Completed
Status:	Active

Figure 33: Supplier Management functionality

### 2.11.1 Edit Organisation Details

Selecting the option “Edit Organisation” allows the user to edit the organisation’s details.

## Edit Organisation Profile

Edit Organisation

Add User
View Users

\*Country of Registration:

Retrieve Company Data from RGD

\*Tax Identification Number:

\*Company Registration Number:

\*Category:

VAT number:

Company Shareholding Structure:

\*Organisation Name :

\*Street Address:

\*Postal Address:

Region:

District:

\*City:

\*Country:

Phone Number:

Postal Code:

Fax:

Website:

Company Email:

\*Foreign Input:

Status (BRELA):

Compliance Status (TRA):

Compliance Status (NAPSA):

Attachment Field:  No file selected.

Type of Activity: 

Goods

Works

Technical Services

Consulting Services

\*Type of Business:

Number of full time employees:

**Figure 34: Editing Supplier details**

Selecting the button “Save” will store the performed modifications, while the “Reset” button will reset the performed modifications.



Figure 35: Organisation details were successfully updated

### 2.11.2 View the Users Belonging to the Supplier

Selecting the option “View Users” displays all the users registered within the selected Supplier organisation.

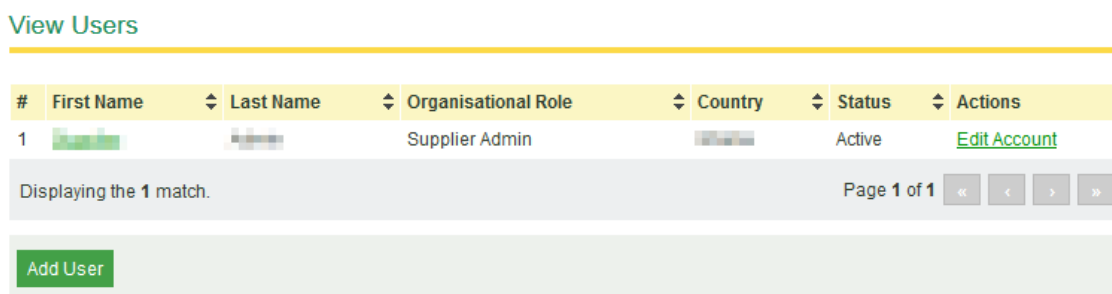


Figure 36: Display of users belonging to the Supplier.

In the above screen, the first name, last name and the role of each user are displayed. Furthermore, the current status of the each user account is also displayed.


The following user roles are supported:

- Supplier Administrator (**Supplier Admin**). Users with this type of role are authorised to manage the users and update the details of their organisation.
- Supplier users (**Supplier Users**). Users with this type of role are not authorised to manage the details and the users of their organisation.

### 2.11.3 Add New User to the Supplier Organisation

In order to insert new users into the organisation, the user needs to select the option “Add user”. The mandatory information below must be provided.

## Add User

Organisation:	<input type="text"/>	
Account Role:	<input type="text"/>	
* First Name:	<input type="text"/>	
* Last Name:	<input type="text"/>	
* Username:	<input type="text"/>	
* Password:	<input type="password"/>	<input type="password"/>
* Re-enter Password:	<input type="password"/>	
* Email:	<input type="text"/>	
* Country:	<input type="text"/>	
Street Address:	<input type="text"/>	
* Gender:	<input type="text"/>	
* Date of Birth:	<input type="text"/>	
Phone Number:	<input type="text"/>	
Mobile Phone:	<input type="text"/>	
Fax:	<input type="text"/>	
User designation/Position:	<input type="text"/>	
Receive logon notifications:	<input type="checkbox"/>	
Receive SMS notifications:	<input type="checkbox"/>	
* Secret Question:	<input type="text"/>	
* Secret Answer:	<input type="text"/>	

[Password Rules](#)


**Figure 37: Insert a new user in the organisation**

Initially, the account of the new user will be Inactive. The system will send an email to the new user confirming the successful registration. The email will contain the relevant transaction number. In order to activate his account the user must provide this number during his first login. Thereafter, the status of the account will be set to active.

### 2.11.4 Edit User's Details

The user can select the option “**Edit Account**” to edit the details of a specific user. The system will display all user details allowing their modification (Figure 36).

## Edit Account

Username:	<input type="text"/>		
* Account Role:	<input type="text"/>		
* First Name:	<input type="text"/>		
* Last Name:	<input type="text"/>		
Password:	<input type="password"/>	<input type="password"/>	<a href="#">Password Rules</a>
Re-enter Password:	<input type="password"/>		
*Email:	<input type="text"/>		
Street Address:	<input type="text"/>		
* Gender:	<input type="text"/>		
* Date of Birth:	<input type="text"/>		
* Country:	<input type="text"/>		
Phone Number:	<input type="text"/>		
Mobile Phone Number:	<input type="text"/>		
Fax:	<input type="text"/>		
User designation/Position:	<input type="text"/>		
Receive logon notifications:	<input checked="" type="checkbox"/>		
Receive SMS notifications:	<input checked="" type="checkbox"/>		
* Secret Question:	<input type="text"/>		
*Secret Answer:	<input type="text"/>		
Status:	<input type="text"/>		

\* Fields with asterisk are mandatory


**Figure 38: Editing user details**

Selecting the button “Save” will update the user’s details (Figure 38).

### 2.11.5 Login Notifications

A user can choose to be notified by e-mail whenever their credentials are used to login to the GHANEPS system. This is accomplished on the Edit Profile page by selecting the checkbox to enable login notifications.

## Edit Account

Username:	<input type="text" value="supp_11"/>		
* Account Role:	<input type="text" value="Supplier Admin"/>		
* First Name:	<input type="text" value="John"/>		
* Last Name:	<input type="text" value="Doe"/>		
Password:	<input type="password"/>	<input type="password"/>	<a href="#">Password Rules</a>
Re-enter Password:	<input type="password"/>		
*Email:	<input type="text" value="john.doe@supp.com"/>		
Street Address:	<input type="text" value="123 Main St"/>		
* Gender:	<input type="text" value="Male"/>		
* Date of Birth:	<input type="text" value="MM/DD/YYYY"/>		
* Country:	<input type="text" value="Ghana"/>		
Phone Number:	<input type="text" value="+233 20 123 4567"/>		
Mobile Phone Number:	<input type="text" value="+233 20 123 4567"/>		
Fax:	<input type="text" value="+233 20 123 4567"/>		
User designation/Position:	<input type="text" value="Manager"/>		
Receive logon notifications:	<input checked="" type="checkbox"/>		
Receive SMS notifications:	<input checked="" type="checkbox"/>		
* Secret Question:	<input type="text" value="What was the model of your first car?"/>		
*Secret Answer:	<input type="text" value="Ford"/>		
Status:	<input type="text" value="Active"/>		

\* Fields with asterisk are mandatory

**Figure 39: Login notifications**

If the login notifications are enabled/disabled by an administrative user and not by the individual user, the user receives an e-mail notification that their profile has been modified.

Your account on GHANEPS has been modified by the administrator to enable/disable logon notifications.

You can view your profile by clicking on the link below:

<https://ghana-test.eurodyn.com/epps/prepareEditAccount.do?id=1012>

If you require further assistance, click on the “Contact Us” link at the top of the homepage.

\*\*\*\*\*

IMPORTANT: All actions within GHANEPS will be recorded for auditing purposes.

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the GHANEPS manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. If you have received this e-mail by mistake delete this e-mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.

Please do not reply to this mail.

\*\*\*\*\*

#### Figure 40: Login notifications administrator action confirmation e-mail

When login notifications are activated, each time the user’s credentials are used to login to GHANEPS, an e-mail notification is sent to the registered e-mail address of the user.

Your username [username] and password have been used to logon to the GHANEPS system on [date and time]. If you did not perform this action, you should reset your password using the link below as soon as possible and notify your system administrator of the unauthorised logon:

<https://ghana-test.eurodyn.com/epps/forgotPassword.do>

If you don’t know who your system administrator is or if you require further assistance, click on the “Contact Us” link at the top of the homepage.

We have sent this notification because you have subscribed to receive notifications whenever a logon is processed for your account.

If you wish to disable future notifications, you can modify your profile by clicking on the link below:  
<https://ghana-test.eurodyn.com/epps/prepareEditAccount.do?id=1012>.

\*\*\*\*\*

IMPORTANT: All actions within GHANEPS will be recorded for auditing purposes.

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the GHANEPS manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. If you have received this e-mail by mistake delete this e-mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.

Please do not reply to this mail.

\*\*\*\*\*

#### Figure 41: Login notification e-mail

### 2.11.6 SMS Notifications

A user can choose to be notified by SMS whenever some pre-defined actions are performed to the GHANEPS system. This is accomplished on the Edit Profile page by selecting the checkbox to enable SMS notifications.

## Edit Account

Username:	<input type="text"/>	
* Account Role:	<input type="text"/>	
* First Name:	<input type="text"/>	
* Last Name:	<input type="text"/>	
Password:	<input type="password"/>	<input type="password"/>
Re-enter Password:	<input type="password"/>	
*Email:	<input type="text"/>	
Street Address:	<input type="text"/>	
* Gender:	<input type="text"/>	
* Date of Birth:	<input type="text"/>	
* Country:	<input type="text"/>	
Phone Number:	<input type="text"/>	
Mobile Phone Number:	<input type="text"/>	
Fax:	<input type="text"/>	
User designation/Position:	<input type="text"/>	
Receive logon notifications:	<input checked="" type="checkbox"/>	
Receive SMS notifications:	<input checked="" type="checkbox"/>	
* Secret Question:	<input type="text"/>	
*Secret Answer:	<input type="text"/>	
Status:	<input type="text"/>	

[Password Rules](#)

\* Fields with asterisk are mandatory

Figure 42: SMS notifications



### 2.11.7 Edit UNSPSC Codes

In order to edit the UNSPSC codes associated with the Supplier the user selects the “**Edit UNSPSC Codes**” option in Supplier Organisation management page (Figure 33). The system displays the UNSPSC codes which are currently associated with the Supplier (if any).

## Edit UNSPSC Codes

Edit UNSPSC Codes	
UNSPSC Codes of Interest:	<input type="text"/> <input type="button" value="Add"/> <input type="button" value="Remove"/>
<input type="button" value="Finish"/> <input type="button" value="Cancel"/>	

Figure 43: Edit UNSPSC codes

The user can add new UNSPSC codes by the use of the  button. The  button is used to delete a selected UNSPSC code.

After modifying the associated UNSPSC codes (Figure 43), the user can select the “**Finish**” button to store the changes.

## 2.12 Searching Functionality

The GHANEPS system provides both Simple and Advanced search mechanisms. Both functionalities allow searching for Tenders, Organisations and Annual Procurement Plan entries.

### 2.12.1 Simple Search











The simple search functionality covers searching for available Tenders, registered Organisations and published Annual Procurement Plan entries.

Simple search queries are performed by:

- Selecting the type of searching (Tenders, Organisations or Plan) from the selection list.
- Providing the full name of the required record or part of it using the “\*” wildcard.
- Selecting the button “**Search**”.

The results, if any, are then presented in a tabular form.

## Simple search

Search Results							
#	Tender No	PE	Info	Bids Submission Deadline	Procedure	Status	
1	<a href="#">Tender No. 1</a>	Ministry of Education		2023-12-15 10:00:00	National Tendering	Competitive	Evaluation
2	<a href="#">Tender No. 2</a>	Ministry of Education		2023-12-15 10:00:00	Selection Under Budget with EOI	Fixed	Evaluation
3	<a href="#">Tender No. 3</a>	Ministry of Education		2023-12-15 10:00:00	National Tendering	Competitive	Evaluation
4	<a href="#">Tender No. 4</a>	Ministry of Education		2023-12-15 10:00:00	National Tendering	Competitive	Awarded
5	<a href="#">Tender No. 5</a>	Ministry of Education		2023-12-15 10:00:00	National Tendering	Restricted	Evaluation
6	<a href="#">Tender No. 6</a>	Ministry of Education		2023-12-15 10:00:00	Least Cost Selection with EOI	Selection	Suspended
7	<a href="#">Tender No. 7</a>	Ministry of Education		2023-12-15 10:00:00	Selection Under Budget with RFP	Fixed	Evaluation
8	<a href="#">Tender No. 8</a>	Ministry of Education		2023-12-15 10:00:00	Single Source Tendering		Evaluation
9	<a href="#">Tender No. 9</a>	Ministry of Education		2023-12-15 10:00:00	International Tendering	Restricted	Evaluation
10	<a href="#">Tender No. 10</a>	Ministry of Education		2023-12-15 10:00:00	Sale by Public Tender		Awarded

38 results in total. Displaying: 1-10  
Results per page:  Goto page:





Page 1 of 4    

Figure 44: Simple search for tender

### 2.12.2 Advanced Search

The advanced search functionality enables searching for Tenders, Organisations and Annual Procurement Plan entries. In order to perform an advanced search query, the user should:

- Select the type of the search by using the appropriate button
- Provide information in one or more fields (use of \* wildcard is also enabled).
- Select the button “**Search**”

For further information on each criterion select the respective info icon .

The results, if any, will be presented in a tabular form.

## Advanced Search

Search For: ☒ Tender ☐ Organisation ☐ Annual Procurement Plan

Title	<input type="text"/>
Tender Unique ID	<input type="text"/>
Name of Procuring Entity	<input type="text"/>
Tender Status	-Select Workspace Status-
Procurement Type	-Select Procurement Type-
Procedure	-Select Procedure-
Bid submission deadline date	From: <input type="text"/> To: <input type="text"/>
Description	<input type="text"/>
Maximum characters: 2000.	
UNSPSC Codes	<input type="text"/>
Procurement Estimate Amount	Min: <input type="text"/> Max: <input type="text"/>
Bid Opening Date	From: <input type="text"/> To: <input type="text"/>

**Figure 45: Advanced search for a tender**

A Supplier user can only search for procuring entities when searching for Organisations and cannot search for other Supplier organisations. Figure 46 provides an example of a search query for Procuring Entities.

## Advanced Search

Search For: ☐ Tender ☒ Organisation ☐ Annual Procurement Plan

Organisation Name	<input type="text"/>
Organisation Abbreviation	<input type="text"/>
City	<input type="text"/>
Address	<input type="text"/>

**Figure 46: Advanced search for a Procuring Entity**

Annual procurement plan entries can be filtered by any combination of the publication date, the procurement type, the procurement method, the UNSPSC code or the procuring entity.

## Search for Annual Procurement Plan

Search For: ☐ Tender ☐ Organisation ☒ Annual Procurement Plan

From Publication Date:   hh:  00  mm:  00

To Publication Date:   hh:  00  mm:  00

From Submission Deadline/Opening Date:   hh:  00  mm:  00

To Submission Deadline/Opening Date:   hh:  00  mm:  00

Procurement Type:

Procurement Method:

Source of Funds:

Procuring Entity:

Figure 47: Advanced search for an annual procurement plan entry

### 2.12.3 Latest Tender Search

In order to view the latest Tenders published within the service, the user can click on the “Current Tenders”, as depicted in Figure 48. This will present automatically the list of the latest Tenders that are available to the user (depending on his/her access rights).

Search:

Figure 48: Latest Tender search

## 2.13 Tender Workspace

### 2.13.1 View Tender Workspace

In order for the user to preview the details of the Tender he needs to select the option “View Tender” from the Tender Menu (Figure 49).

Hide Menu

- 
- Tender Documents
- Clarifications
- Bid Submission
- Complaints
- Specify Alerts
- Automated Notifications

Figure 49: Tender Menu

The system will display all details (Figure 50) of the particular Tender (e.g. Title, information regarding associated deadlines, etc).

### View Tender Details

Tender: [Tender ID]		Show Menu
Remaining time (days/hours) to deadline:	[Time]	
Name of Procuring Entity:	[Entity Name]	
APP Reference Number:	[APP Reference Number]	
Tender Unique ID:	[Tender Unique ID]	
Title:	[Tender Title]	
Status:	Bid Submission	
Description:	[Description]	
Requisition Number:	[Requisition Number]	
Procurement Type:	Technical Services	
Procurement Method:	National Restricted Two-stage Tendering	
Includes eCatalogue:	Yes	
Commencement Type:	Invitation to Suppliers	
Procurement Technique:	Two - Stage Tendering	
Number of Stages:	2	
Evaluation Mechanism:	Lowest Evaluated Responsive Tenderer (LERT)	
Margin of Preference:	[Margin]	
Framework Agreement Establishment:	[Framework]	
Postqualification:	[Postqualification]	
UNSPSC Codes:	[UNSPSC Codes]	
Tender Participation Fees:	[Tender Participation Fees]	
Bid Security Type:	[Bid Security Type]	
Contract Awarded in Lots:	[Contract Awarded in Lots]	
Bid submission deadline date:	[Bid submission deadline date]	
End of Clarification Period:	[End of Clarification Period]	
Bid Opening Date:	[Bid Opening Date]	
Date of Publication/Invitation:	[Date of Publication/Invitation]	

Figure 50: View Tender workspace

### 2.13.2 View Tender Documents

In order for the user to preview and download all documents associated with the particular Tender (i.e. publication notices being published for this tender), he needs to select the option “**Tender Documents**” from the **Tender Menu** (Figure 49).

The system displays all contract documents which are associated with the Tender. The “**Contract Documents**” tab (Figure 51) contains a list of all documentation created by the procuring entity that relates to the specific Tender. The user may download all files in a compressed file by clicking the “Download Zip File” button.

Tender:
Show Menu

Tender Document List

Notices
Tender Documents
Invitations

Addendum ID	Title	File
N/A	Tender Information	<a href="#">TenderInfo.doc</a>
N/A	Standard Bidding Document	<a href="#">SBD, Standard Bidding Document, 2017-2018.doc</a>
1	Tender Information	<a href="#">Tender Information Certificate, as instructed.docx</a>
N/A	Tender Structure XML - Cycle 2	<a href="#">c4t_2.xml</a>
N/A	Tender Structure XML - Cycle 1	<a href="#">c4t_1.xml</a>

5 results in total.
Displaying: 1-5
Page 1 of 1

Download all documents
Download Zip file

Figure 51: Contract documents

From the “Invitations” tab, the user may view the details of the invitation dispatched by the buying organisation.

## Notice and Tender documents

Tender:
Show Menu

Invitations

Notices
Tender Documents
Invitations

1.Invitation to tender for: Construction of new office network

Invitation Subject:

Invitation to tender for:

Invitation body:

Attachment:

Bid submission deadline date

Date:
Time:

Deadline for requests for clarification

To:

Figure 52: Invitation

### 2.13.3 Clarifications

In order to create a clarification request and to preview a clarification response, the user needs to select the option “**Clarifications**” from the “**Tender Menu**” (Figure 53). This option is available in the “**Tender Menu**”, during the clarification period.

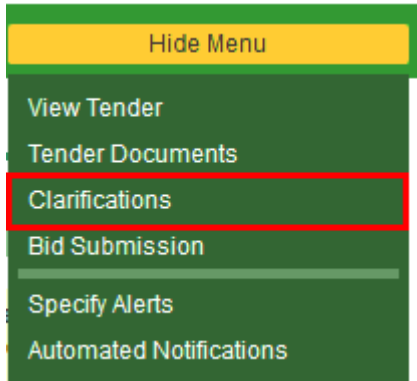


Figure 53: Tender Menu, option “Clarifications”

#### 2.13.3.1 Create a Clarification Request

In order to create a clarification request, the user selects the “**Requests for Clarification**” tab from the main Clarifications page (Figure 54).

#### Clarifications

 A screenshot of the 'Clarifications' page in the system. At the top, there's a green header bar with a dropdown menu showing 'Tender: Request for the provision of goods for Training Needs' and a yellow 'Show Menu' button. Below this is a tabbed interface with 'Clarifications' and 'Requests for Clarification'. The 'Clarifications' tab is active. The form contains several fields:
 

- \* Title: A text input field.
- \* Language: A dropdown menu currently showing 'English'.
- \* Description for the Request: A large text area with a character count '(Maximum characters: 50000)' at the bottom right.
- Attachment for the Request: A section with a 'Browse...' button and the text 'No file selected.'

 At the bottom right of the form are two green buttons: 'Send Request' and 'Cancel'. A footnote at the bottom left states: '\* Fields marked with an asterisk are mandatory.'

Figure 54: Tender Clarifications

The user completes the request for clarification by providing the following information:

- Title
- Language
- Description for the request

- A file attachment for the request (optional and applies only if this has been allowed by the Buying organisation)

Selecting the button “**Send Request**” sends the request to the tender coordinator.

### 2.13.3.2 View a Clarification Response

The user can view a clarification response only after it is published by the Procurement Officer. A list of all clarification responses is displayed in the “**Clarifications**” tab of the main Clarifications page.

In order to preview the content of the response, the user selects the displayed title. Then, the system expands the details of the response (Figure 55):

- Description for the request
- Procurement Officer’s clarification response
- Attachment (if exists)

#### Clarifications

Figure 55: Response to a clarification request

Selecting the button “**Download All Clarifications**” enables the user to download an archive file with the details of all clarification requests submitted and their associated responses.

### 2.13.4 Evaluation Clarifications

Evaluation clarifications are requests submitted by the Procuring Entity in the context of a specific Tender during the evaluation phase. To preview any evaluation clarification request the user needs to select the “Clarifications” option found under the Tender menu (Figure 53). By selecting the “Evaluation Clarifications” tab, a list of all the evaluation clarifications is displayed (Figure 56).

## Clarifications

▼ Tender: [Tender for the provision of goods for Training Room](#)
Show Menu

Clarifications | Evaluation Clarifications

Select	Clarification ID	Title of Request	Question Attachment	Description	Date and Time	Status	
<input type="radio"/>	N/A	Evaluation clarification request	<a href="#">Upload file</a>	Please clarify what you mean by...	2018-09-26 14:58:35	<span style="color: red;">■</span>	

1 results in total.    Displaying: 1-1

Page 1 of 1    <<    <    >    >>

View Clarification
Answer Clarification Request

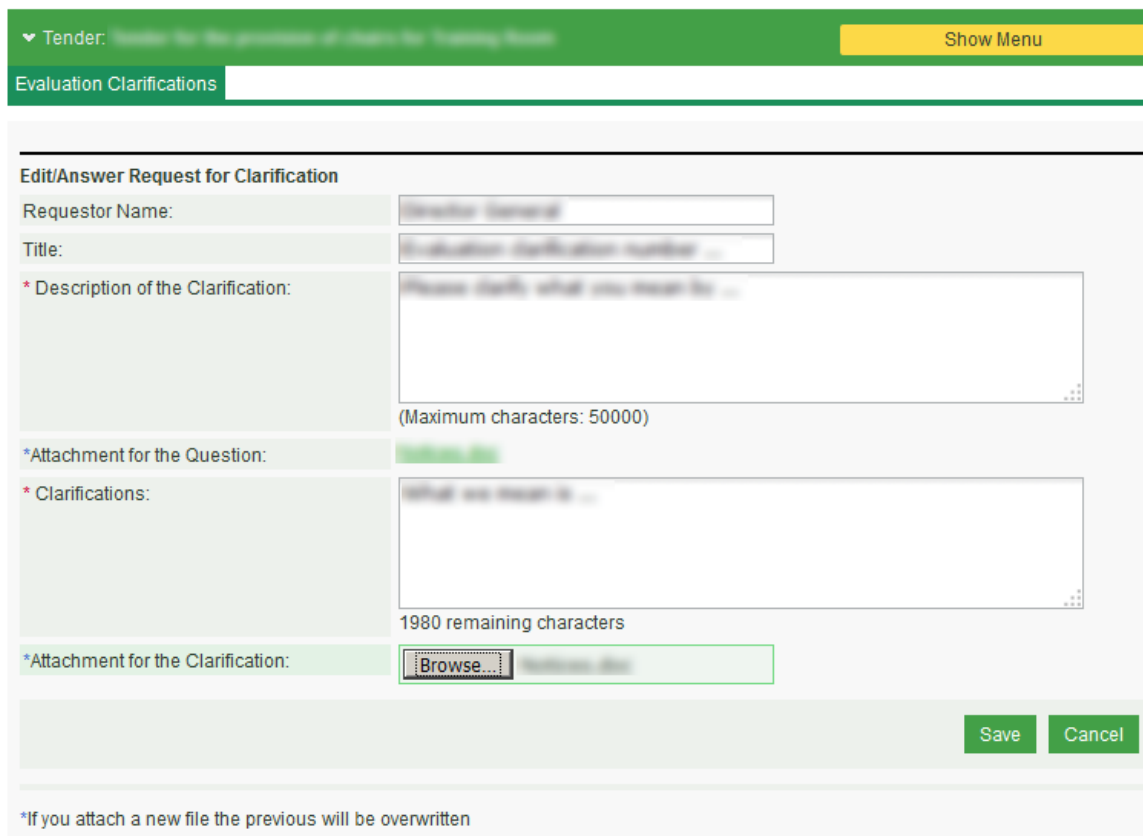
\*The clarification was received offline.

■ Answered | ■ Unanswered

**Figure 56: List of evaluation clarification requests**

The user can answer to the clarification request by selecting “**Answer Clarification Request**”. The user completes the clarification by providing his response in the “**Clarifications**” text area.

## Clarifications



▼ Tender: [Tender for the provision of supply for Training Room](#) [Show Menu](#)

Evaluation Clarifications

---

**Edit/Answer Request for Clarification**

Requestor Name:

Title:

\* Description of the Clarification:   
(Maximum characters: 50000)

\* Attachment for the Question:

\* Clarifications:   
1980 remaining characters

\* Attachment for the Clarification:

[Save](#) [Cancel](#)

\*If you attach a new file the previous will be overwritten

Figure 57: Evaluation clarification response

## 2.14 Creation of a Bid

The bid is created by the Supplier following a sequence of steps described below that enable the user to prepare, encrypt and securely upload the bid to the GHANEPS system. A Supplier may submit a bid via online means, or send it offline to the Procuring Entity. The latter approach, however, is highly discouraged if the benefits of the GHANEPS system are to be fully exploited.

### 2.14.1 Participation Fee

If the procuring entity has configured a bid participation fee in the tender structure, the supplier is able to download all the tender documentation to conduct an assessment of the tender requirements at no cost. However, before being able to submit a bid the required bid fee must be paid. The payment process is identical to that followed for supplier registration (see section 2.10.2).

### 2.14.2 Prepare Online Bid

Once a Contract Notice is published by a procuring entity regarding a specific Tender, the supplier user that intends to submit a bid may proceed to create a valid bid for the GHANEPS system in two manners. Either create an online bid or create an offline one. This section describes the process for creating an online bid, through the steps in the following paragraphs.

### 2.14.2.1 Online Bid Preparation Tool

Click on the “Bid submission” option of the Tender Menu (Figure 58).

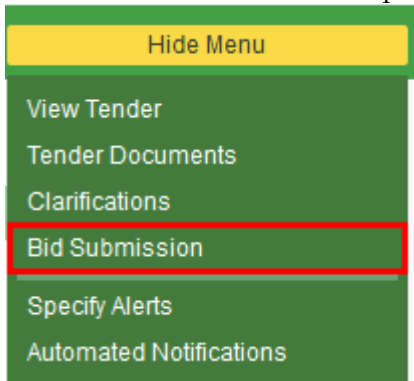


Figure 58: Bid submission option of Tender menu

The first time the bid submission section is accessed, after the user define the type of association, then the user has to accept the Supplier Declaration and to confirm that their details are correct by clicking on the “Accept & Confirm all of the above” button (Figure 59).

#### View Bids

▼ Tender: 20 Litre Can Show Menu

**1. Type of Association**

☐ 1. Associate all users of this Supplier with this Tender

☒ 2. Associate only myself with this Tender

☐ 3. Pick users from list to associate with this Tender

**2. Accept Agreement for this Tender**

[View Supplier Declaration.doc](#)

**3. Confirm the validity of your user details**

Name	Last Name	Username
<a href="#">Supplier 2</a>	<a href="#">Admin</a>	sup2_a

Accept & Confirm all of the above Cancel

Figure 59: Supplier declaration acceptance

After paying the bid participation fee, if applicable, the user will see the bid preparation tool in their browser (Figure 60). The browser downloads the bid preparation tool, which may require the downloading of the Java Runtime Environment (or an update) depending on the end-user PC configuration.

## View Bids

**Tender submission is now open.**  
Please click on "Launch Tender Preparation" link for the Tender Preparation Tool to start and then complete all sections, saving as draft quite often. After completing all sections, submit your tender. Your tender should then be listed in the list of submitted tenders below.

[Close](#)

▼ Tender: 20 Litre Can [Show Menu](#)

[Launch Tender Preparation](#)

Cycle 1

List of Submitted Bids

#	Submitted By	Name	D/P Receipt ID	D/P Submission Time	T/P Receipt ID	T/P Submission Time	Tender Conformance	Status	D/P Match Result	Received on Time

[Remove](#)

✓ All items submitted/Contents Verified | ✗ Partially Pass

✗ Missing items/UnVerified Content/Late Submission

[+ List of Draft Bids \(created online\)](#)

Offline tender preparation and submission:


Prepare this response offline
Manual upload of tender package

Figure 60: Online bid creation

### 2.14.2.2 Supplier Responses to Bid Questions

After selecting the appropriate "Envelope" tab to access its sections, sub-sections and criteria, a screen similar to the following should be presented (Figure 61). The sections, sub-sections and criteria will differ depending on the tender structure defined by the procuring entity.

Figure 61: Expanded “Envelope” section

In this example, the user should select one of the three options of the first criterion and may optionally attach a file using the  button. The user must attach a file regarding the second criterion. The “% Complete” indicator will be adjusted as the user proceeds with answering the questions.

The user should proceed to complete all criteria included in the Eligibility, Technical and Financial envelopes.

### 2.14.2.3 Save a Bid

Once the above is done or in order not to lose current work, the user should save the bid using the “Save” or “Save As” options (Figure 62). The bid should be saved in a local directory of the user’s PC, since at this stage the bid is not encrypted (i.e. only encrypted bids are uploaded onto GHANEPS). In order to resume working on this response after the Tender Preparation Tool has been closed, the user must connect to GHANEPS with the same computer and the same browser.



#### 2.14.2.4 Pack and Submit a Bid

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## View Bids

▼ Tender: [View the details of the Tender](#)
Show Menu

[Launch Tender Preparation](#)

**Cycle 1**

**List of Submitted Bids**

#	Submitted By	Name	D/P Receipt ID	D/P Submission Time	T/P Receipt ID	T/P Submission Time	Tender Conformance	Status	D/P Match Result	Received on Time
<input type="checkbox"/>	1	<a href="#">View</a>					✓	✓	✓	✓
		<a href="#">_TENDER.zip</a>								

Remove

✓ All items submitted/Contents Verified | ✗ Partially Pass  
✗ Missing items/UnVerified Content/Late Submission

+ **List of Draft Bids (created online)**

**Offline tender preparation and submission:**

Prepare this response offline
Manual upload of tender package

**Figure 63: View submitted bids**

### 2.14.2.5 Management of a Bid

Until the bid submission deadline is reached, a supplier has the right to remove an already submitted bid by selecting the bid and clicking the “Remove” button (Figure 63). If a submitted bid is removed, up until the bid submission deadline, the supplier retains the right to upload a new bid, by following the steps described above.

Under no circumstances can the supplier download a submitted bid from the system and then open it in order to see the files uploaded. As aforementioned, a submitted bid is an encrypted file that the system is not authorised to decrypt until the bid submission deadline has passed and the opening staff have instructed the system to proceed to unlocking.

### 2.14.3 Offline Bid Preparation Tool

In this context, an offline bid means an electronic bid prepared while not connected to the Internet and does not mean a paper-based response to the tender. The preparation of an offline bid follows a very similar process to the online one. Exactly the same tool and steps are required, with the only difference being in the initial steps of section 2.14.2.1. In particular, after having accessed the bids page, the user should not click on the “Launch Tender Preparation” link. Instead, the user should download the Evaluation Criteria and the Preparation Tool by clicking on “Prepare this response offline”. The user can disconnect from the Internet once the file has been successfully downloaded.

The downloaded file is a zip file (named TPTandC4TXML.zip by default) containing both the Tender Preparation Tool (in a zip archive) as well as the tender questions in an XML file. The initial zip file must be de-compressed into a local folder on the end-user PC. The Preparation Tool is a zip file that the user should also de-compress into a local directory. After de-compression, the tool should be started using the file named "TenderPreparationTool.exe". Once the tool is started, the user should click on the "open" option and open the XML file forming the Evaluation Criteria of the Tender. All the rest of the steps for bid preparation are identical to the online part.

Once all questions have been answered and the bid has been saved, the bid should be encrypted using the "Pack" button (Figure 64).

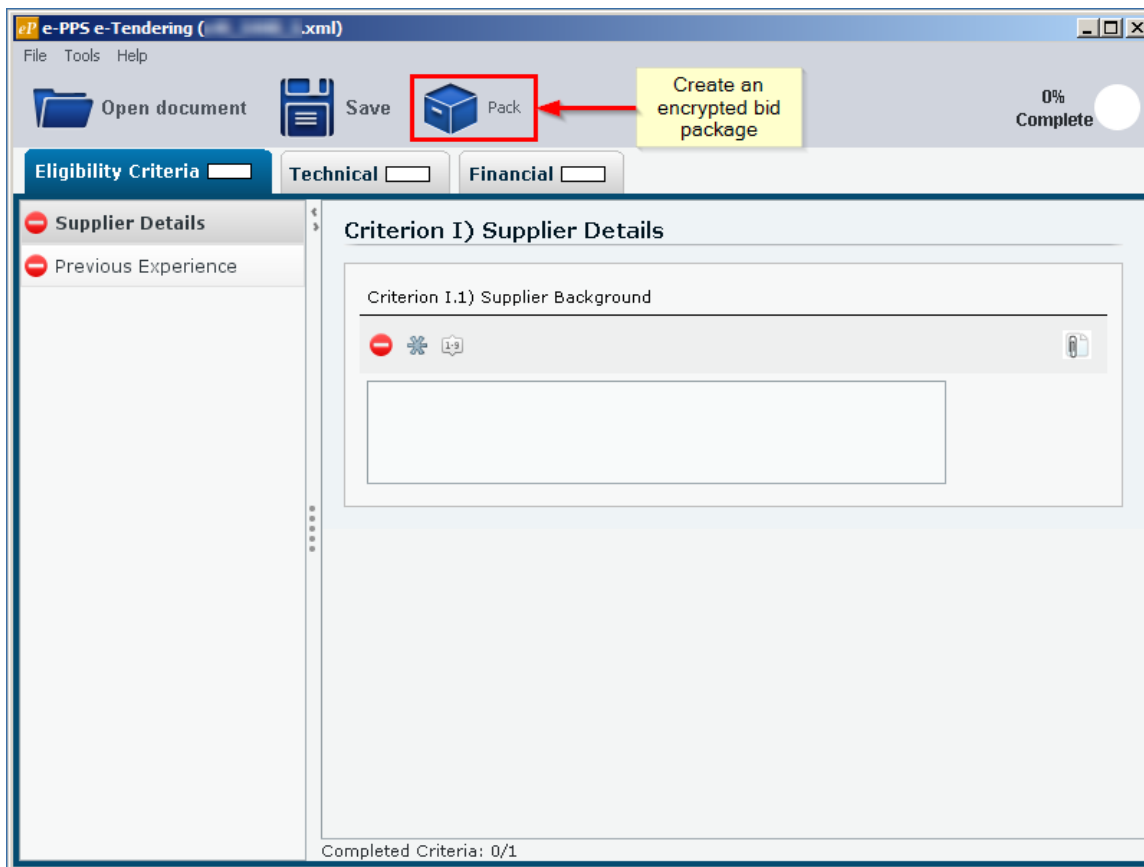
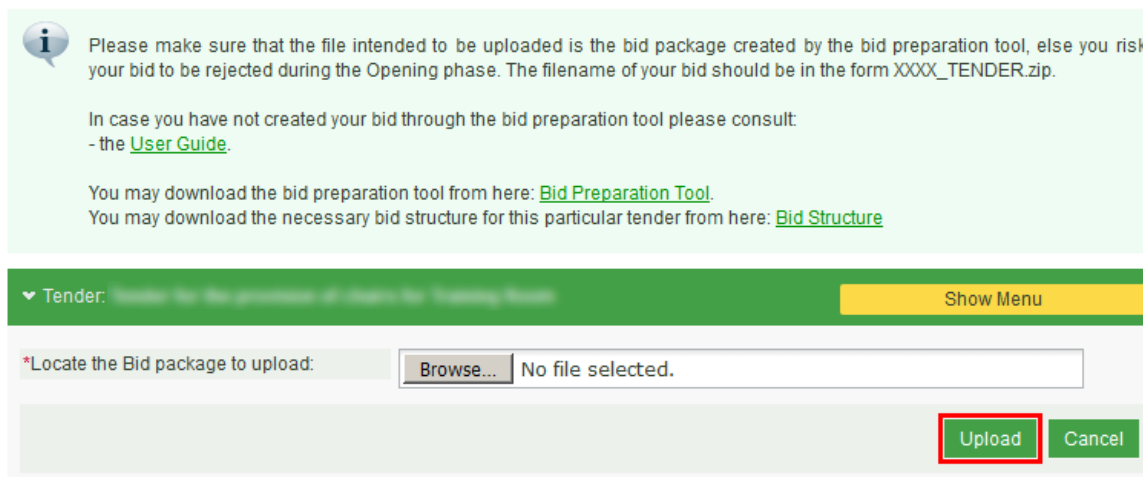


Figure 64: Offline bid preparation tool

The user then needs to return to the GHANEPS system to submit the bid created offline by clicking on the “Manual upload of tender package” button (Figure 63). The user will be prompted to locate and select the packed archive ending in “\_TENDER.zip” for uploading. The process is completed by clicking the “Upload button” (Figure 65).

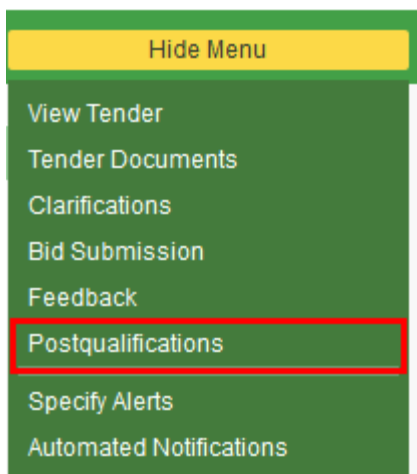
### Upload Bid Package



**Figure 65: Upload offline bid package**

## 2.15 Postqualifications

Postqualifications are requests submitted by the Procuring Entity in the context of a specific Tender at the end of the evaluation phase. They are very similar to Evaluation Clarifications, except that they are targeted at the bidder who was ranked in first position. To preview any postqualification request the user needs to select the “Postqualifications” option found under the Tender menu (Figure 66).




**Figure 66: Postqualifications menu selection**

A list of all the postqualification requests is displayed (Figure 67). The supplier user must respond to all the postqualification requests by selecting the radio button and clicking on the “Answer Postqualification Request” button.



## Postqualifications

▼ Tender: [Request for the supply of chairs for Training Room](#)
Show Menu

Select	Postqualification ID	Title of Request	Supplier Name	Question Attachment	Answer Attachment	Date and Time	Status	
<input type="radio"/>	N/A	Chair for Training Room	European Dynamics			2018-09-26 15:45:10		

Displaying the 1 match.
Page 1 of 1

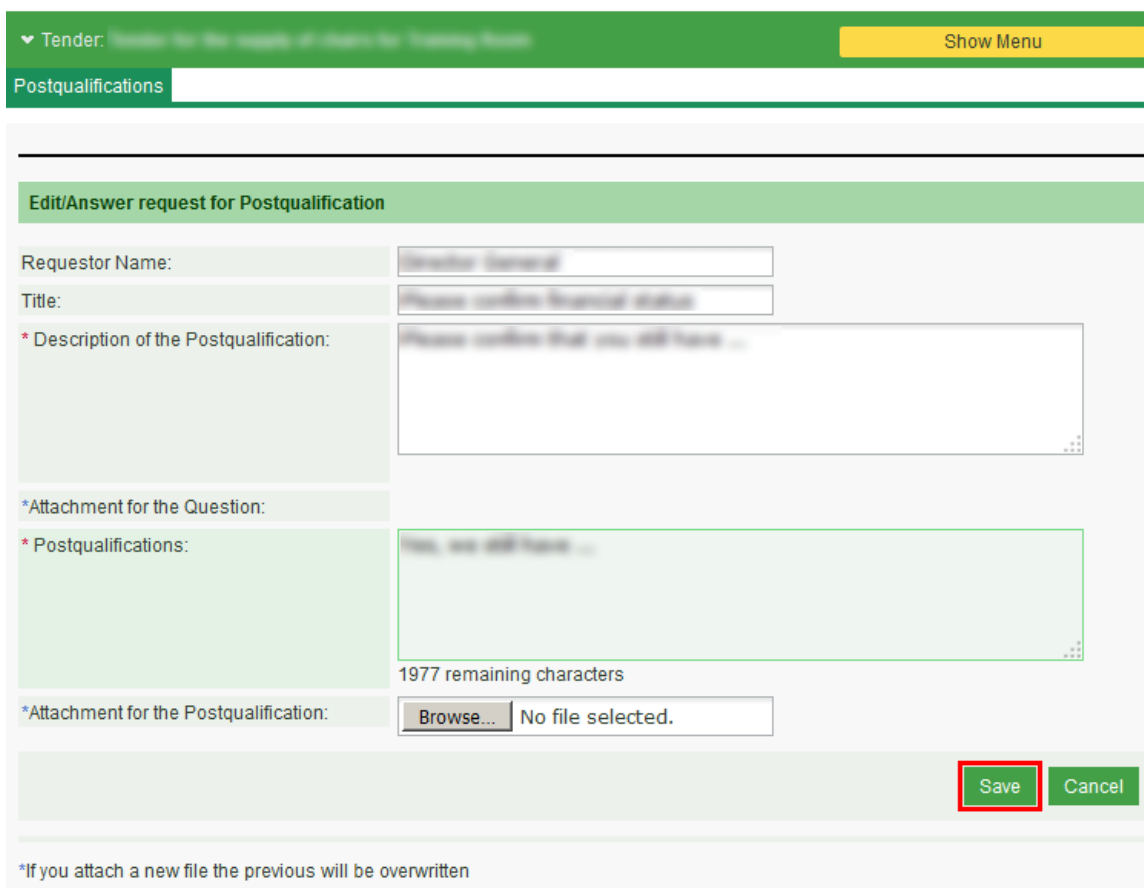
View Postqualification
Answer Postqualification Request

 Answered
 Unanswered

**Figure 67: List of postqualification requests**

The user completes the postclarification by providing his response in the “Postqualifications” text area (). Supporting documentation can be attached. Where multiple documents need to be provided, these should be combined in a zip file.

## Postqualifications



▼ Tender: [Tender for the supply of chairs for Training Room](#) [Show Menu](#)

Postqualifications

**Edit/Answer request for Postqualification**

Requestor Name:

Title:

\* Description of the Postqualification:

\* Attachment for the Question:

\* Postqualifications:

1977 remaining characters

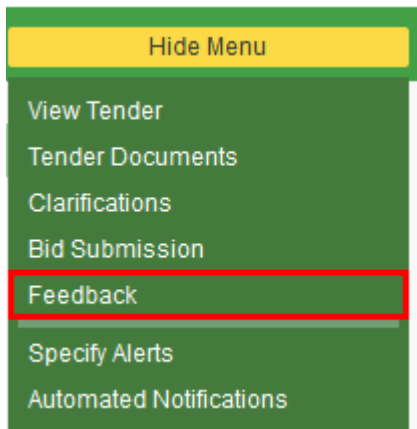
\* Attachment for the Postqualification:  No file selected.

\*If you attach a new file the previous will be overwritten

**Figure 68: Respond to postqualification**

## 2.16 Feedback

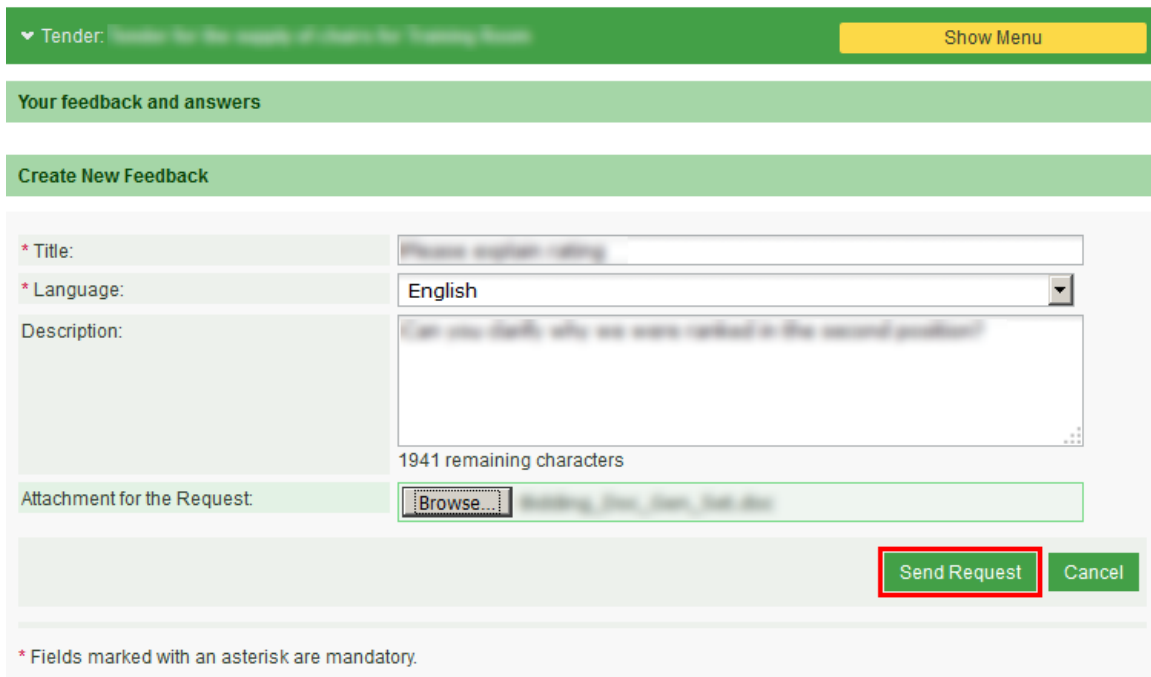
After the announcement of the evaluation results, a standstill period is in effect allowing suppliers to request clarification regarding the outcome of the evaluation. This feedback is requested by selecting the “Feedback” option in the Tender Menu (Figure 69).



**Figure 69: Feedback selection in the tender menu**

The supplier user completes the form and sends the request to the procuring entity.

### Provide your Feedback


 A screenshot of the 'Provide your Feedback' form. At the top, there is a green header bar with a dropdown menu showing 'Tender: Tender for the supply of chairs for Training Room' and a yellow 'Show Menu' button. Below this is a green bar with the text 'Your feedback and answers'. The main section is titled 'Create New Feedback' and contains a form with the following fields:
 

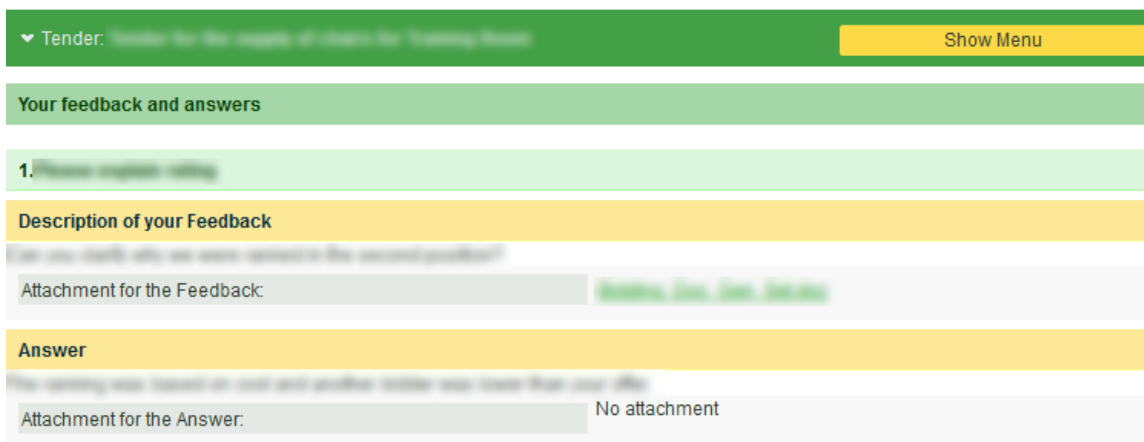
- \* Title: A text input field with placeholder text 'Please explain rating...'.
- \* Language: A dropdown menu currently set to 'English'.
- Description: A large text area with placeholder text 'Can you clarify why we were ranked in the second position?'. Below the text area, it says '1941 remaining characters'.
- Attachment for the Request: A file upload section with a 'Browse...' button and a list of files: 'Building.jpg', 'Chair.jpg', and 'Table.doc'.

 At the bottom right of the form, there are two buttons: 'Send Request' (highlighted with a red border) and 'Cancel'. A note at the bottom left states: '\* Fields marked with an asterisk are mandatory.'

**Figure 70: Submit feedback request**

After the procuring entity has responded to the request, the supplier user can view the response provided by accessing the “Feedback” menu in the Tender Menu.

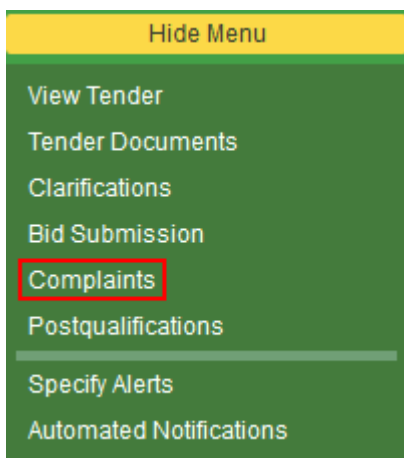
### Provide your Feedback



**Figure 71: View feedback response**

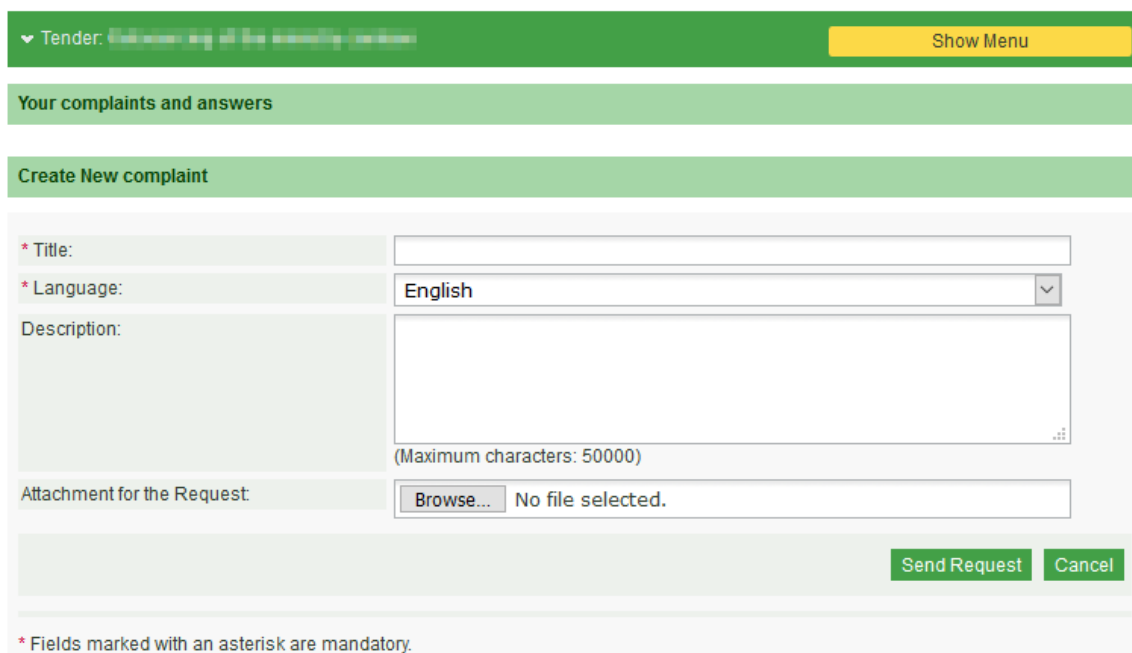
## 2.17 Complaints

After the publication of the Contract Notice, the supplier user is able to submit a complaint regarding the actions of a specific tender. These complaints are submitted by selecting the “Complaints” option in the Tender Menu (Figure 69).



**Figure 72: Cool-off complaints selection in the tender menu**

The supplier user completes the form and sends the request to the procuring entity.



▼ Tender: [\[Tender Name\]](#) [Show Menu](#)

**Your complaints and answers**

**Create New complaint**

\* Title:

\* Language:

Description:

(Maximum characters: 50000)

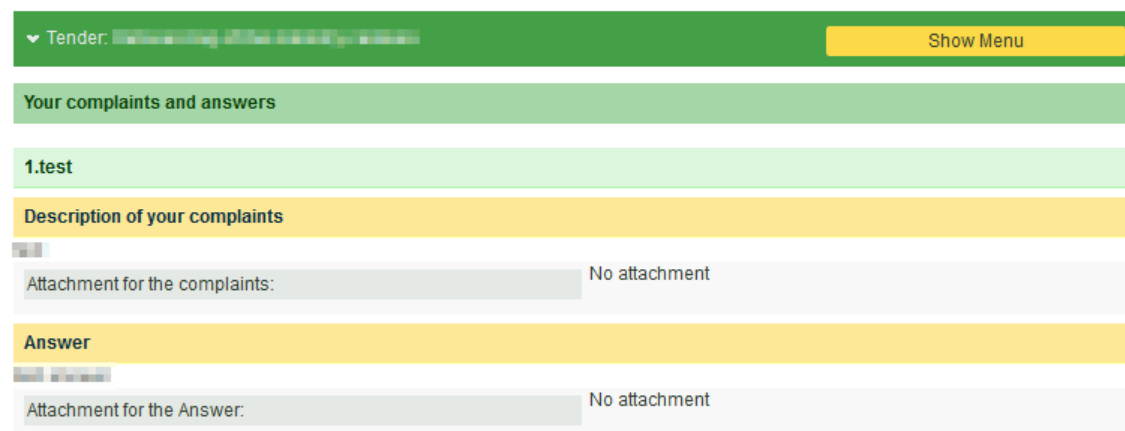
Attachment for the Request:  No file selected.

\* Fields marked with an asterisk are mandatory.

**Figure 73: Submit complaint request**

After the procuring entity has responded to the request, the supplier user can view the response provided by accessing the “Cool-off complaints” option in the Tender Menu.

### Provide your complaints



▼ Tender: [\[Tender Name\]](#) [Show Menu](#)

**Your complaints and answers**

**1.test**

**Description of your complaints**

Attachment for the complaints: No attachment

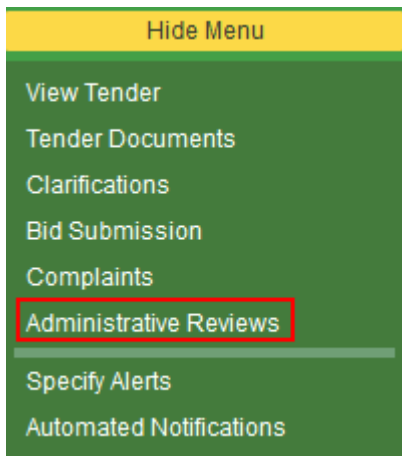
**Answer**

Attachment for the Answer: No attachment

**Figure 74: View complaint response**

## 2.18 Administrative Reviews

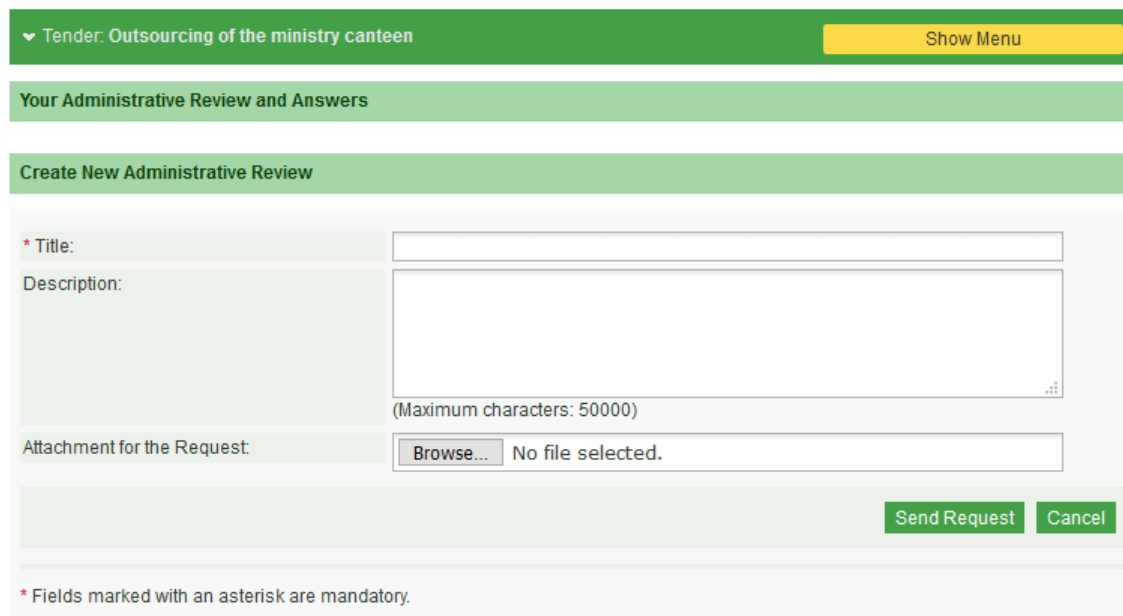
A supplier who has submitted a complaint and is not satisfied with the response received from the procuring entity can lodge an administrative review against the tender. As soon as an administrative review is lodged the tender status changes to Suspended. The tender workflow cannot be resumed until all administrative reviews have been finalised. The supplier user must select the “Administrative reviews” menu item in the tender’s menu to navigate to the respective page.



**Figure 75: Administrative reviews menu selection**

Before lodging the administrative review, an administrative review fee may need to be paid. The user must follow the instructions in section 2.10.2 to complete the payment. Once the payment has been successfully completed, the user is shown the screen to submit the administrative review (Figure 76).

#### Provide your Administrative Review



**Figure 76: Submit an administrative review**

The response to the administrative review is available for the supplier user to view once the process is completed and the result is captured in the GHANEPS system. Another administrative review can only be lodged if the standstill period of the tender has not elapsed. The administrative review fee needs to be paid again in order to lodge a new administrative review.

## Provide your Appeal

▼ Tender: [Respond to the supply of items for Training Room](#)
Show Menu

Your Appeal and Answers

1. [This is my appeal](#)

Description of your Appeal

No attachment

Attachment for the Appeal:

Outcome

Reject

Suggested Action

Proceed to Awarding

Answer

## 2.19 E-Auctions

### 2.19.1 Participation in an e-Auction Event

In order to respond to the e-Auction invitation the bidder needs to select the task **“Respond to the e-Auction Invitation”** in his task list (Figure 77).

#### Task List

List of Tasks			
Title	Task	Associated Deadline	
<a href="#">Respond to e-Auction Invitation</a>	<a href="#">Respond to e-Auction Invitation</a>	<a href="#">Respond to e-Auction Invitation</a>	
Displaying the 1 match.			
		Page 1 of 1	« ‹ › »

Figure 77: Respond to an e-Auction invitation

The user has the option to **“Accept to participate in the e-Auction event”** (Figure 78) or to **“Decline to participate in the e-Auction event”** (Figure 80). The system informs the user regarding acceptance (Figure 79) / rejection (Figure 81) decision.

### Accept/Decline e-Auction Invitation




Figure 78: Accept an invitation to participate in an e-Auction event

### e-Auction Invitation Acceptance Results

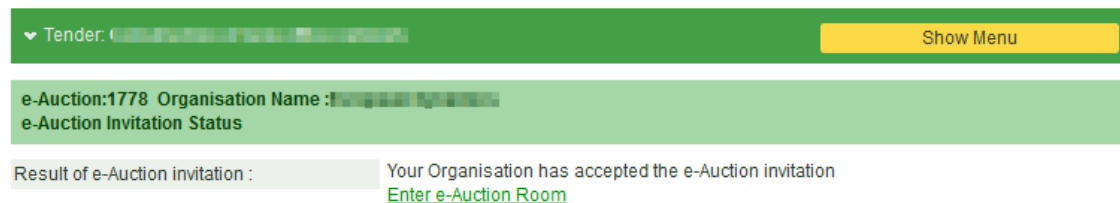


Figure 79: e-Auction invitation acceptance results (accepted invitation)

### Accept/Decline e-Auction Invitation

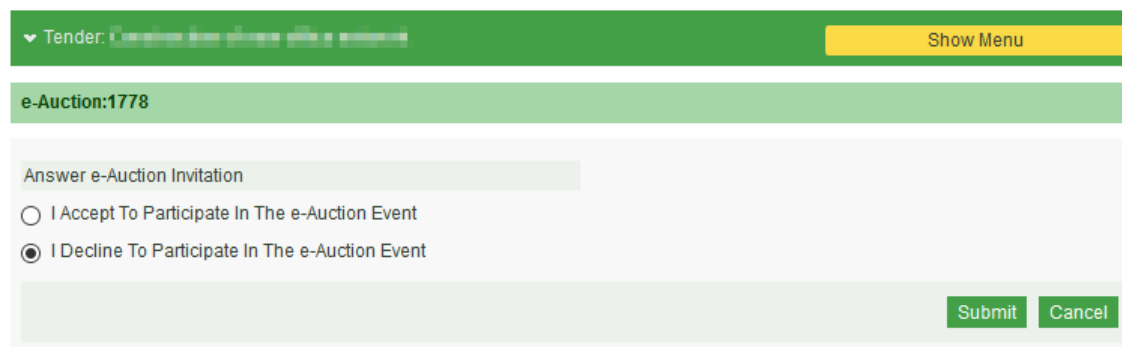


Figure 80: Decline an invitation to participate in the e-Auction event

## e-Auction Invitation Acceptance Results

▼ Tender: [redacted]
 


Show Menu

e-Auction:1803 Organisation Name : [redacted]  
 e-Auction Invitation Status

Result of e-Auction invitation :
 

Your organisation has declined the e-Auction invitation, Or The e-Auction has finished, Or you do not have the rights to access the e-Auction

**Figure 81: e-Auction invitation acceptance results (declined invitation)**


 It is important the bidder to accept the invitation at least 30 minutes before the e-Auction start date, else he will not be able to accept the invitation and participate in the e-Auction event. The start date of the auction is available in the Auction's details (Figure 84)

In order to participate in the auction event, the bidder needs to enter the e-Auction room. This functionality is accessible from the “e-Auctions” option of the **Menu** (Figure 82).

Hide Menu

View Tender  
 Tender Documents  
 Evaluation Clarifications  
 Bid Submission  
 Postqualifications  

e-Auctions

  
 Specify Alerts  
 Automated Notifications

**Figure 82: Menu, option “e-Auctions”**

A list with all e-Auction events scheduled for the particular Tender will be displayed to the user (Figure 83). For each Lot contained in the Tender a separate e-Auction event will be held. The list contains detailed information regarding the event. In particular, the system allows to display information such as the type of event, whether the event is official or practice and the starting date for the event.

## List Of e-Auctions Related To tender

▼ Tender: <a href="#">Construction of a new building</a>						
Show Menu						
List of e-Auctions						
Lot Reference Id	Lot Name	e-Auction Id	Type	Official / Dummy	e-Auction Start Date	
1		<a href="#">1778</a>	Round-based	Official		<a href="#">Enter e-Auction Room</a>

Figure 83: List of e-Auctions related to the CfT

Selecting the “e-Auction Id” (Figure 83) allows the user to preview all details of the event (Figure 84) while selecting the link “Enter e-Auction Room” (Figure 83) allows the user to enter the e-Auction room which provides all the bidding functionality (Figure 87).

## e-Auction Detailed Information

Tender:

Show Menu

e-Auction ID : 1778 (Official)

e-Auction Type :

Round-based

e-Auction Evaluation Method :

Least Cost Selection (LCS)

e-Auction Status:

Pending

Number of Rounds :

02

Duration of Round (minutes):

20

Interval Between Rounds (minutes):

3

Bid submission type :

Overall

The e-Auction start date :

Auction Currency :

GHS

e-Auction Bidding Visibility :

Limited Visibility

e-Auction Rounds

Sequence Number	Round Id	Round Status	Start Date
1	1780	Pending	
2	1781	Pending	

Figure 84: Detailed information regarding the e-Auction event

The detailed view of the e-Auction event provides the following information (Figure 84):

1. The type of the e-Auction:
  - a. **Rounds:** The Bidders compete based on a number of rounds (each participant can provide a single bid for each round)
  - b. **Time:** The Bidders compete based on a certain time period (each participant can provide any number of bids within the specified period)

- c. **Combination:** The Bidders compete based on rounds with a certain duration (each participant can provide any number of bids within each round).
- 2. The evaluation method
- 3. Status
- 4. Number of rounds and duration of each round
- 5. Duration of the interval between the rounds
- 6. Use of automated extensions
- 7. Maximum number of automated extensions
- 8. Duration of each extension
- 9. The time period before the end of the event by which, if a bid is received, an extension will be triggered
- 10. Scheduled date of the e-Auction
- 11. Currency of the e-Auction
- 12. Bid visibility option determines what information will be disclosed to the bidders during the auction
  - a. **Rank sealed:**
    - i. bidder's previous bid,
    - ii. a list with all previous bids submitted by the bidder,
    - iii. the best bid submitted out of all supplier bids,
    - iv. the next possible bid of the bidder.
  - b. **Limited visibility:**
    - i. bidder's previous bid,
    - ii. a list with all previous bids submitted by the bidder,
    - iii. the best bid submitted out of all supplier bids ,
    - iv. the next possible bid of the bidder
    - v. bidder's relative ranking
  - b. **Full visibility:**
    - i. bidder's previous bid,
    - ii. a list with all previous bids submitted by the bidder,
    - iii. the best bid submitted out of all supplier bids ,
    - iv. the next possible bid of the bidder
    - v. bidder's relative ranking
    - vi. all bids placed by all suppliers
    - vii. latest bids placed by each supplier
  - c. **Manual settings:**
    - i. bidder's previous bid,
    - ii. a list with all previous bids submitted by the bidder,
    - iii. any option from iii to vii appeared in full visibility mode

### 2.19.2 Submission of an Offer

Access to the e-Auction room will be enabled only at the commencement date and time specified for the event. The user needs to select the button "**Enter e-Auction Room**" to access the e-Auction room.

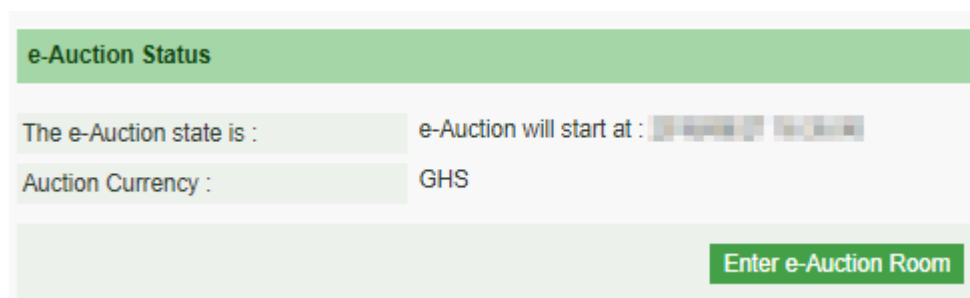


Figure 85: e-Auction status

The e-Auction room provides all functionality for placing a bid for events containing financial criteria.

In both cases the bidder can visualise the following information at the top of the page (Figure 86):

- The e-Auction state (status, round, etc.)
- The e-Auction currency
- Remaining time until the end of the e-Auction/ round
- Information regarding potential extensions
- E-Auction details available through “View full e-Auction details” link

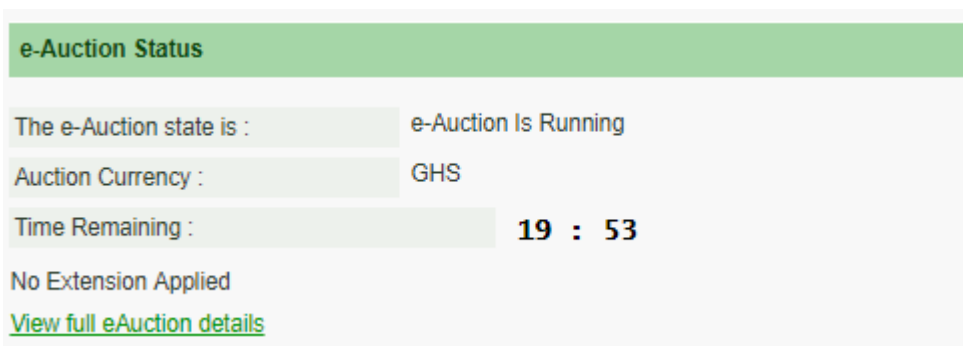


Figure 86: e-Auction room, main information regarding the e-Auction

### 2.19.3 Placing a bid in a lowest price based auction

In this type of events the bidding is performed only on the associated financial criteria. The system lists all the participating financial criteria (Figure 87). The user provides his financial bid in all participating criteria and then selects the button “**Submit**” to submit the bid in the system.

## e-Auction Room

▼ Tender: [REDACTED]
Show Menu

e-Auction Status

The e-Auction state is : e-Auction Is Running

Auction Currency : GHS

Time Remaining : **18 : 36**

No Extension Applied

[View full eAuction details](#)

Bidding Information

Current Best Bid	100000.00
Next Winning Bid	99000.00
Minimum Bid Difference	1000
Previous Bid Value	110000.00
Current Ranking	2

[View my bid history](#)

Financial

Criteria  
Supplier ( )

± Financial

Price (): 99000.00

Total Financial Prices

	Supplier Value ( )
Overall	110000.00

Submit Bid

Message Board Of e-Auction : 1778

User: 1021-Supplier

Messages

Post a New Message:

(Maximum characters : 500 ) You Have Left

500

Send Message

**Figure 87: Submit a Lowest Price bid**

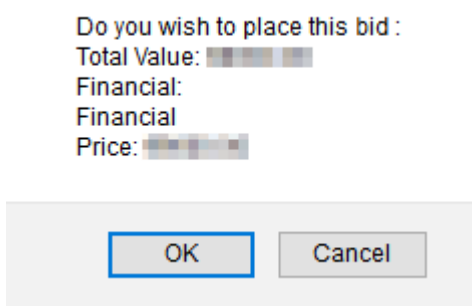
In addition to the information described in Figure 86, the following information fields are displayed in lowest price e-Auctions (Figure 87):

- **Current best bid:** The lowest bid submitted
  - **Next Winning bid:** A suggestion of the total value of the next bid in order to rank at the first position
  - **Previous bid value.** The value of the last bid
- Depending on the visibility settings the following additional information are displayed:
- **Current ranking:** An indication on the user's ranking based on the latest valid bid submitted
  - **View my bid history:** a popup enlisting all valid bids submitted by the current user appears
  - **View latest bid from all participants:** a popup showing the latest valid bid from all users that participate the current e-Auction

- **View bid history from all participants:** a popup presenting all the valid bid submitted by all participants

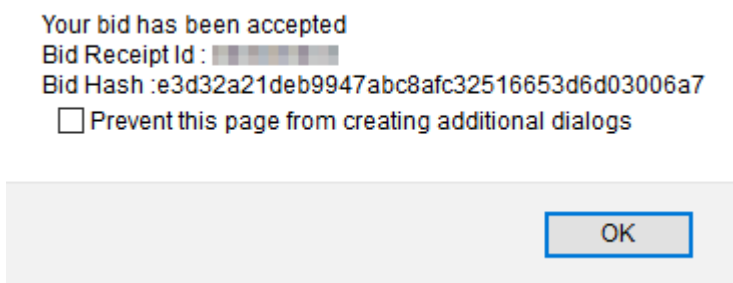
The section “User” provides ranking information during the bidding process. The displayed information depends on the e-Auction visibility criteria which are specified by the e-Auction Coordinator.

The system prompts the user to confirm the submission of his bid (Figure 88). The message contains all details regarding the particular bid. Selecting the button “OK” will submit the bid in the platform while, the button “Cancel” will cancel the operation.



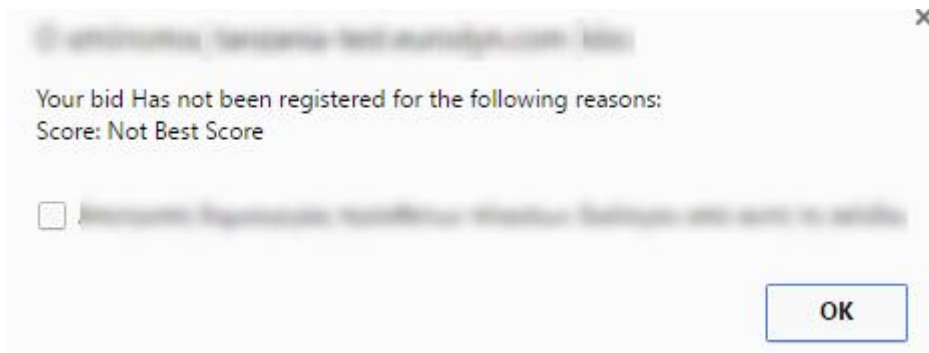
**Figure 88: Confirm submission of bid (lowest price based auction)**

If the bid is valid, an acceptance message will be displayed (Figure 89). The acceptance message contains the unique “Bid Receipt Id” and the unique “Bid Hash”.



**Figure 89: Acceptance message (lowest price based auction)**

If the bid is not valid, an error message will be displayed to the user (Figure 90). The error message will describe why the bid has not been registered in the system.



**Figure 90: Bid has been rejected**

Depending on the bid visibility option, the user can view a list with:

- All the bids submitted by him
- The latest bid from all participants
- The bids submitted by all participants

#### 2.19.4 Extensions

Automated extensions are enabled by the e-Auction Coordinator during the creation of the e-Auction event. Information regarding the use of automated extensions is available for the user when previewing the detailed information of the e-Auction event. The following information fields are available to the user (Figure 91):

- Maximum number of automated extensions
- Duration of each extension round
- Time before the end of e-Auction when extension is possible

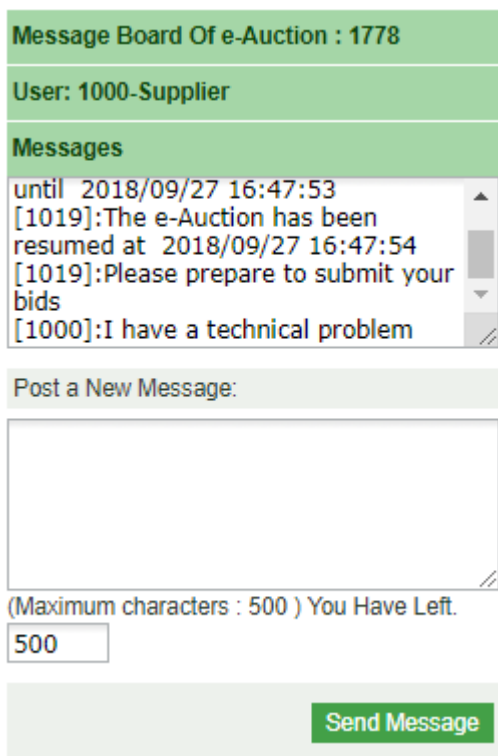
Enable Automated Extensions :	Yes
Maximum Number Of Automated Extensions :	10
Duration Of Extention :	5
Time before the end of e-Auction when extension is possible:	2

**Figure 91: Detailed information regarding automated extensions**

During the bidding process, the user previews if an extension has been applied (Figure 84) When an extension is applied, the platform displays the extension number and end time and date of the extension.

### 2.19.5 Message Board

The e-Auction module provides a message board functionality for the prompt communication between Bidders and the administrator of the e-Auction (Figure 92).



**Figure 92: e-Auction message board**

The upper part of the message board displays all messages posted by participating Bidders and also the messages/replies posted by the e-Auction Administrator.

In order to post a message the user fills the “**Post a new message**” section and then, selects the button “**Send Message**” to post the message on the board (Figure 92).

### 2.19.6 Suspension of an e-Auction Event

When the event is suspended no further bidding is permitted (during the suspension period). The platform informs all participating Bidders that the event is suspended and also when the event will resume (**Error! Reference source not found.**). When the event is resumed, the user needs to select the button “**Enter e-Auction Room**” to access the e-Auction room and to continue bidding.

## e-Auction Room

▼ Tender: 
Show Menu

e-Auction Status

The e-Auction state is : 
e-Auction will start at :

Auction Currency : 
GHS

Enter e-Auction Room

Message Board Of e-Auction : 1778

User: 1000-Supplier

Messages

[1019]:The e-Auction is suspended until

Post a New Message:

(Maximum characters : 500 ) You Have Left.

500

Send Message

**Figure 93: e-Auction is suspended**

## 2.19.7 Preview of a Completed e-Auction

At the end of the e-Auction, the platform will display the auction detailed information (Figure 94).

### e-Auction Detailed Information

▼ Tender: XXXXXXXXXX
Show Menu

e-Auction ID : 1793 (Official)

e-Auction Type :	Time-based
e-Auction Evaluation Method :	Least Cost Selection (LCS)
e-Auction Status:	Closed
Duration of e-Auction Event (minutes):	10
Enable Automated Extensions :	Yes
Maximum number of automated extensions :	01
Duration of Extension (minutes):	2
Time before the end of e-Auction when extension is possible (minutes):	2
Bid submission type :	Overall
The e-Auction start date :	<span style="background-color: #ccc; padding: 2px;">XXXXXXXXXX</span>
Auction Currency :	GHS
e-Auction Bidding Visibility :	Full Visibility

View Supplier Report

e-Auction Rounds

Sequence Number	Round Id	Round Status	Start Date
1	1795	Closed	<span style="background-color: #ccc; padding: 2px;">XXXXXXXXXX</span>

**Figure 94: e-Auction detailed information**

In order to view the bidding results the user needs to select the button “View supplier Report” (Figure 94).

The platform will provide the following information to participating Bidder (Figure 95):

- Winning bid of the e-Auction
- Ranking of the Bidder
- Best bid of the bidder
- Detailed information for all received bids from the Bidder
- Ranking information per round
- Several e-Auction charts (Figure 96 and Figure 97)
- Bid details

## Supplier Report

Tender: [Development of e-Government Procurement \(e-GP\) System in Ghana](#)

Show Menu

e-Auction ranking for : Supplier1 Admin

e-Auction Status:

Closed

Winning Bid:

Your ranking is :

1

Your Best Bid:

Details Of Bids

Bid Id	Bid Timestamp	Bid Value
1009		
1014		
1017		

Round Ranking History

Round Number	Ranking After Round
1	1
Final Ranking :	1

Figure 95: Bid information

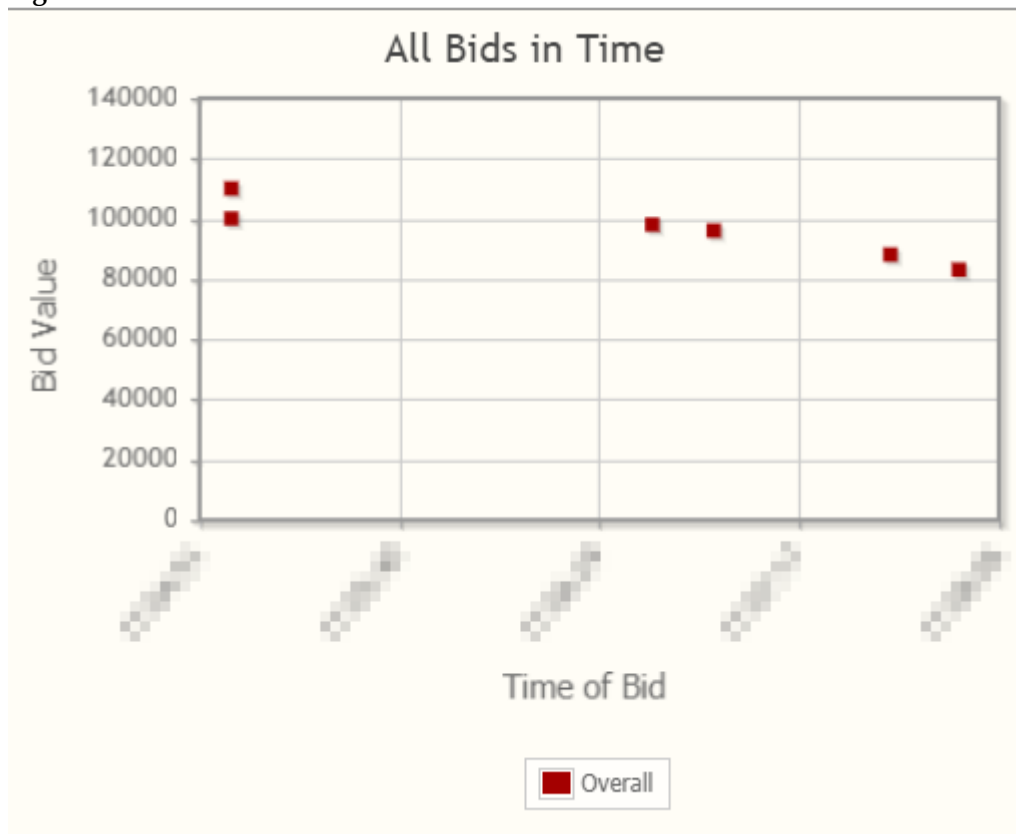


Figure 96: All bids in time

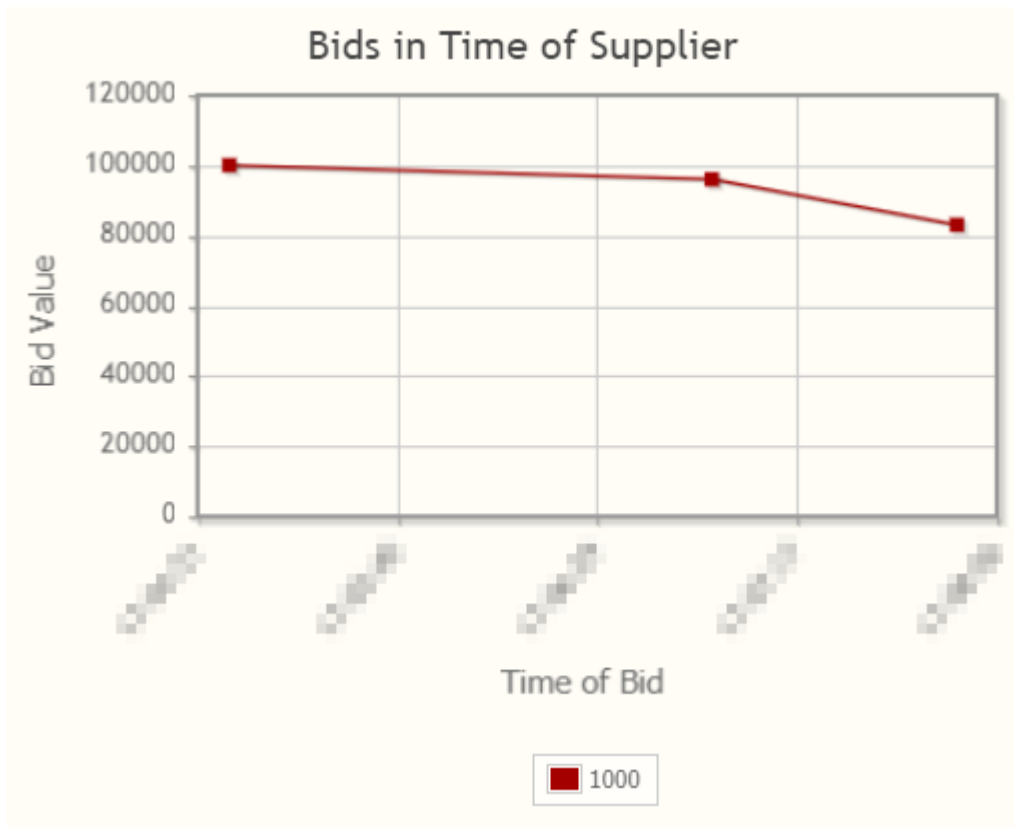


Figure 97: Bids in time for supplier

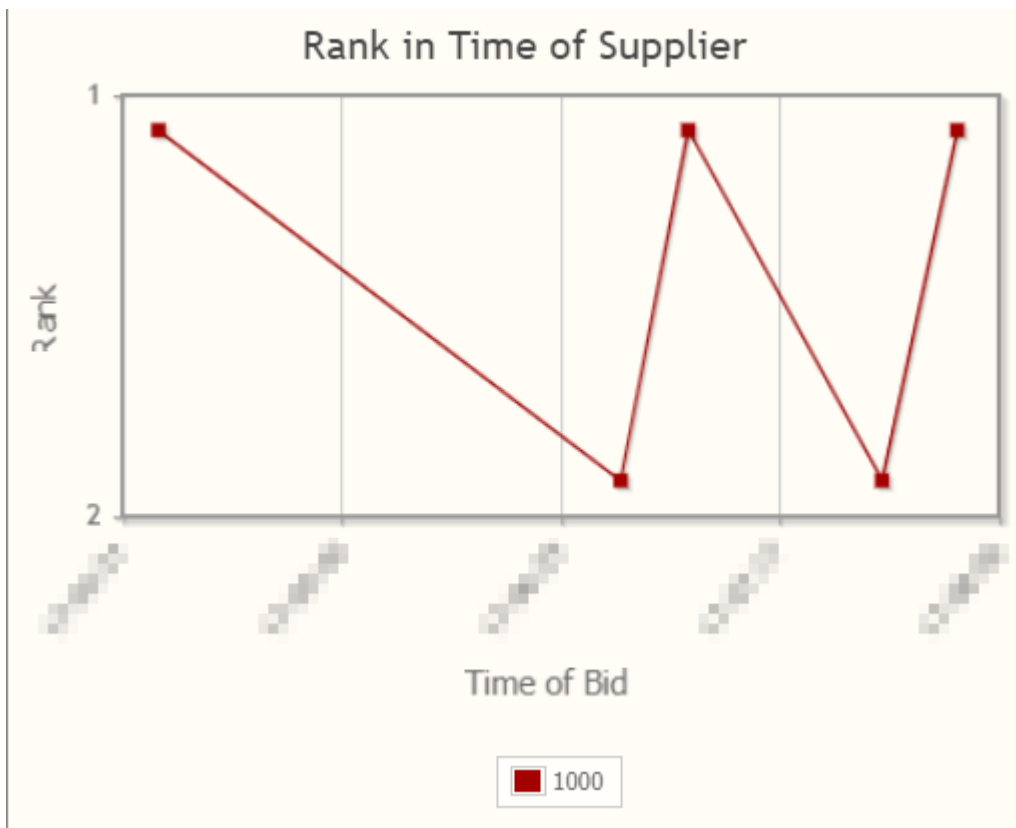


Figure 98: Rank in time for supplier

## 2.20 Helpdesk Contact Details

To contact the GHANEPS helpdesk you may visit the “Contact Us” link.



Figure 99: Contact us link

The user may either select to fill in an online form and send it through the system, or directly contact the helpdesk team via phone or email.

## Contact Us

For technical support on the e-GP system you may contact us through email or phone.

### Helpdesk contact details

Email:

Telephone:

Fax:

### Online form

Your Name: *	<input type="text" value="IT Administrator"/>
Your Organisation: *	<input type="text" value="European Dynamics"/>
User email: *	<input type="text"/>
Phone number:	<input type="text"/>
Subject: *	<input type="text"/>
Question: *	<input type="text"/>

Submit

Figure 100: Contact us form

## 3 eCatalogue Management Functionality

The eCatalogue module provides the following common behaviour/functionality for all its end-users.


### 3.1 General Usage Guidelines

The e-Catalogue module provides the following common navigation behaviour/functionality:

**Tabular display.** Any data displayed in tabular format will have the following header which helps the user to navigate:

Search Results					
Contract reference number	Catalogue Title	Contract Title	Created by	Supplier	Type

Figure 101: Example of a table header

The arrows  are used for shorting (in ascending/descending order) the results by the corresponding field.




Any search query or list, with more than a page of results, will include the following navigation buttons:

Table 3: Pagination options

First	First Page
Last	Last Page
Previous	Previous Page
Next	Next Page

The following buttons are also widely used within the e-Catalogue:

Table 4: Additional options

	<b>Calendar Button.</b> Selecting this button opens a calendar enabling the user to select a date
 <b>Search</b>	<b>Search Button.</b> Selecting this button opens a searching window enabling the user to search for various codes (e.g. UNSPSC codes)enables the user to search for the results
 <b>Reset</b>	<b>Clear Reset Button.</b> This button clears the selection of the user
<b>Save search</b>	<b>Save button.</b> Selecting this button saves the search results

## 3.2 Main Page

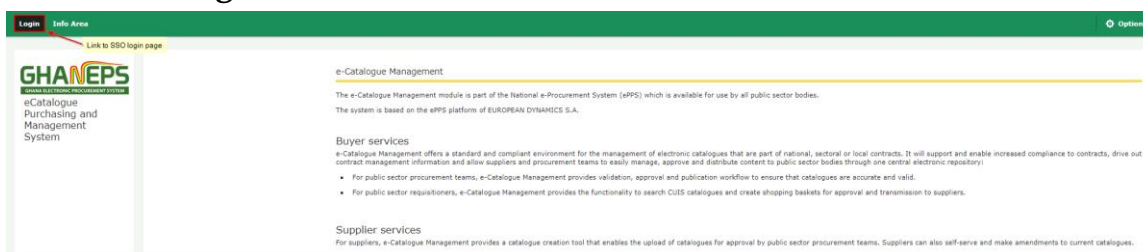


Figure 102: Main page

The main page of the e-Catalogue system consists of the following elements:

- **Central section**, which contains general information regarding the system, the Suppliers and the users of the Procuring Entity.
- **Constant functionality at the top** of the main page which contains functionalities which are available within all pages of e-Catalogue.

The following are the most important sections within the main page.

## 3.3 Access to the e-Catalogues Module

In order for a user to access the module, he must select the e-Catalogues option in the login section of the main page within e-Tendering module:

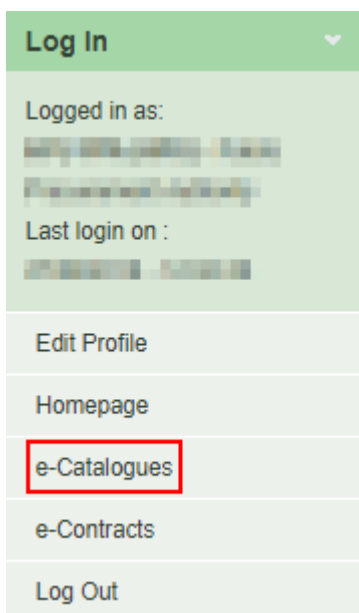


Figure 103: e-Catalogue option

## 3.4 Logout from the System

The user can exit the e-Catalogue services by selecting the “Logout” functionality from the menu on the top.

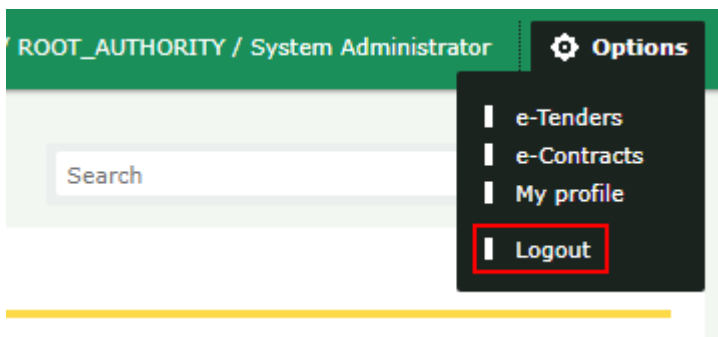


Figure 104: Logout functionality

### 3.5 Maintenance of User's Profile

After successful authentication the user can edit their profile by selecting the “MyProfile” functionality (accessible from the menu on the top). The user can update the information fields and then select the button “Save” to store the performed modifications. In case any of the mandatory information is missing the system will prompt the user with an error message.

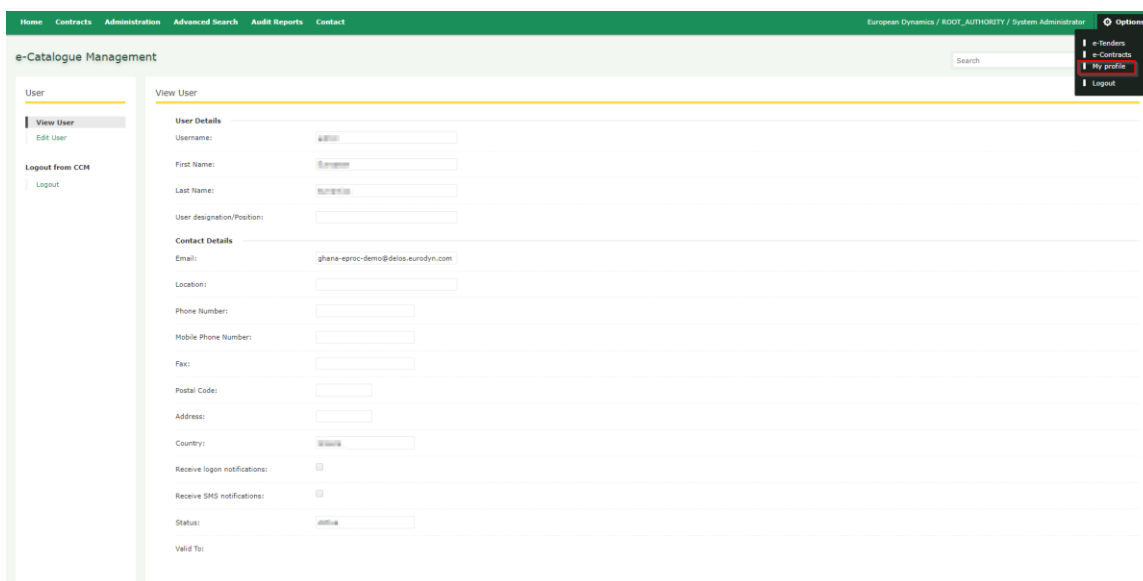



Figure 105: Edit User's Profile

### 3.6 XLS File Format Support

All XLS(X) files uploaded to the e-Catalogue system must abide to the Microsoft Office Excel 2003 or 2007 format.



All XLS(X) files must abide to the Microsoft Office Excel 2003 or 2007 format.

Users that have later versions should save their files in 2003 or 2007 format (Save as type and select the option “Excel 97-2003 Workbook” or “Excel Workbook”).

## 3.7 Supplier Management

The Users with a role of Supplier Organisation Administrator can perform the following activities for the management of their organisation:

- View organisation details
- View the users registered within the Supplier organisation
- Edit user's details
- View credit pools

This management functionality is provided through the “**My profile**” option of the menu on the top.

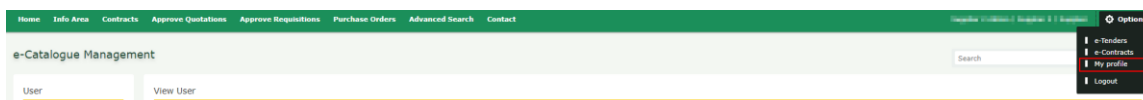
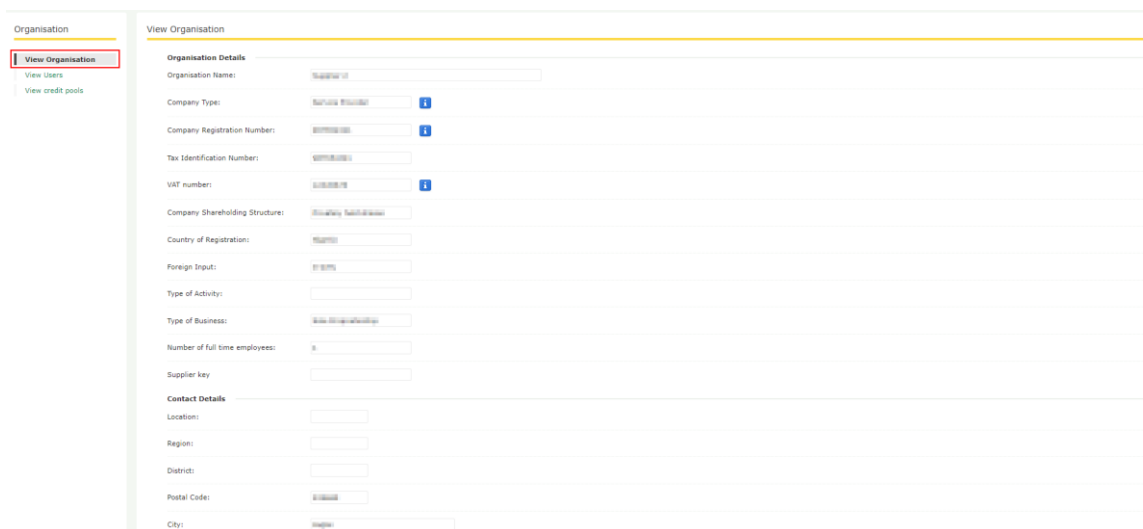


Figure 106: Supplier menu



**View Organisation**

**Organisation Details**

Organisation Name:

Company Type:

Company Registration Number:

Tax Identification Number:

VAT number:

Company Shareholding Structure:

Country of Registration:

Foreign Input:

Type of Activity:

Type of Business:

Number of full time employees:

Supplier key:

**Contact Details**

Location:

Region:

District:

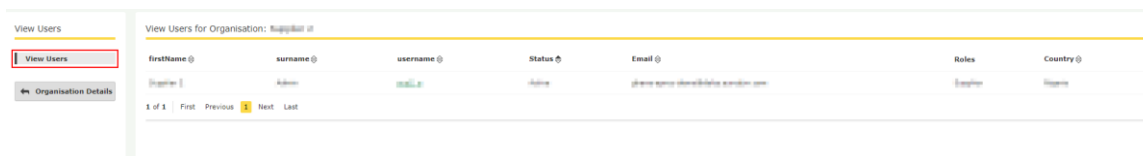
Postal Code:

City:

Figure 107: Supplier Management functionality

### 3.7.1 View the Users Belonging to the Supplier

Selecting the option “**View Users**” displays all the users registered within the selected Supplier organisation.



firstName	surname	username	Status	Email	Roles	Country
John	Doe	john.doe	Active	john.doe@supplier.com	Supplier	Ghana

Figure 108: Display of users belonging to the Supplier.

In the above screen, the first name, last name and the role of each user are displayed. Furthermore, the current status of the each user account is also displayed.

The following user roles are supported:

- Supplier Administrator (**Supplier Admin**). Users with this type of role are authorised to manage the users and update the details of their organisation.
- Supplier users (**Supplier Users**). Users with this type of role are not authorised to manage the details and the users of their organisation.

### 3.7.2 Edit User's Details

The user can select the option “**Edit User**” from the menu on the left to edit the details of a specific user. The system will display all user details allowing their modification (Figure 36).

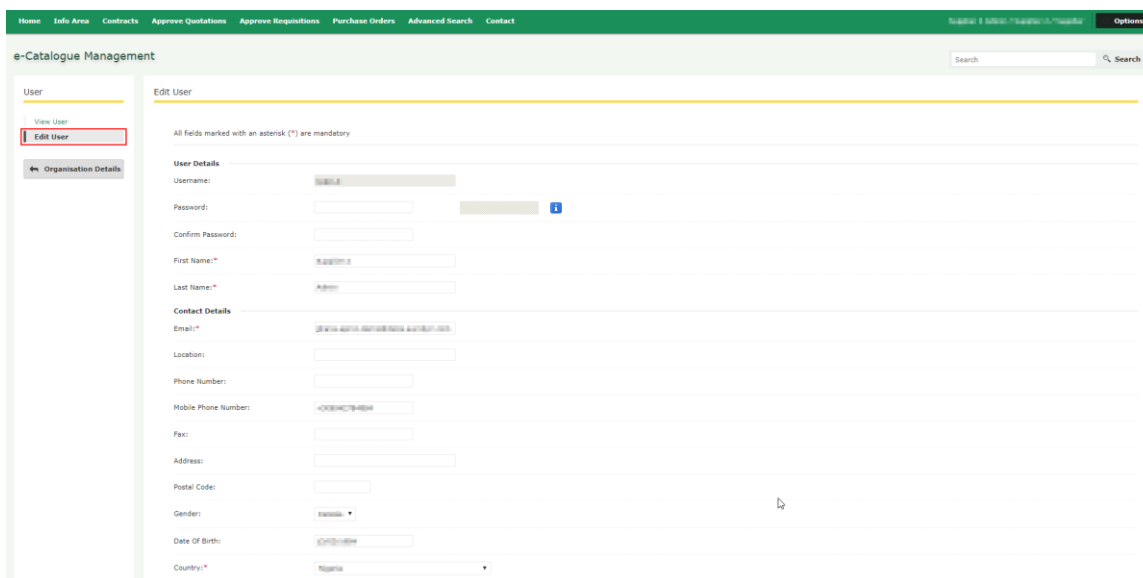


Figure 109: Editing user details

Selecting the button “**Save**” will update the user’s details (Figure 109).

## 3.8 Searching Functionality

The e-Catalogue system provides both Simple and Advanced search mechanisms.

### 3.8.1 Simple Search

The simple search functionality covers searching for items (search textbox and search button combination) to the users. The “quick search” feature is enabled in the following fields:

Search Items

- Item Name
- SKU

Simple search queries are performed by:

- Providing the full name of the required record or part of it using the “\*” wildcard.
- Selecting the button “**Search**”.

The results, if any, are then presented in a tabular form.

Catalogue Content Management (CCM)

Quick Search

Quick Search Results

AS	Number/SKU	Item Name	Contract reference number	Brand	Supplier	Contractor	UoP	Customer Price (TZS)	Lot						
		College Chair	000		supplier1		00	00.00	N	N	N	N	N	N	N
		File and Paper Holder	000		supplier1		00	00.00	N	N	N	N	N	N	N
		College Chair	00000		supplier1		00	00.00	N	N	N	N	N	N	N
		File and Paper Holder	00000		supplier1		00	00.00	N	N	N	N	N	N	N
		Thermoplastic (High and Low Temperature)	000000 (000-000)	00000	Supplier - Ghana		00	0000.00	N	N	N	N	N	N	N
		Photocopy Paper	000000 (000-000)	00000	Supplier - Ghana		00	0000.00	N	N	N	N	N	N	N
		Printing Paper	000000 (000-000)	00000	Supplier - Ghana		00	0000.00	N	N	N	N	N	N	N
		Printing Paper	000000 (000-000)	00000	Supplier - Ghana		00	0000.00	N	N	N	N	N	N	N
		Thermoplastic (High and Low Temperature)	000000 (000-000)	00000	Supplier - Ghana		00	0000.00	N	N	N	N	N	N	N
		High Chair	000000 (000-000)	00000	Supplier - Ghana		00	0000.00	N	N	N	N	N	N	N

1/10 of 228 | First Previous [Page Navigation Icons] Next Last

Export to CSV

Go to page: 1

Go

Figure 110: Simple search for item

### 3.8.2 Advanced Search

The advanced search functionality enables searching for Organisations, Users, Items, Catalogues and Contracts entries. In order to perform an advanced search query, the user should:

- Select the type of the search by using the appropriate button
- Provide information in one or more fields (use of \* wildcard is also enabled).
- Select the button “**Search**”

The results, if any, will be presented in a tabular form.

A Supplier user can only search for buyer organisations when searching for Organisations and cannot search for other Supplier organisations. Figure 111 provides an example of a search query for Buyer Organisations.

When searching for a Buyer through the advanced search menu the system performs the search in the following fields:

- Name
- City
- Abbreviation
- DUNS number
- Address
- Country
- Results per page

## Search Organisations

Search Criteria

Type

Buyer

Buyer

Supplier

Name

City

Abbreviation

Address

Country

-Select-

Results per page

10

Search

Reset

Save search

with title:

**Figure 111: Advanced search for a Buyer Organisation**

In order to search for a user the organisation type (Buyer Organisation or Supplier) must also be selected. When searching for a user through the advanced search menu the system performs the search in the following fields:

- Organisation Type
- Role
- Department
- First Name
- Last Name
- Username
- Email
- Country
- Organisation Name

Advanced Search

- Search Organisations
- Search Users**
- Search Items
- Search Catalogues
- Search Contracts

Search Users

**Search Criteria**

Organisation Type Buyer ▼

Role All ▼

Department

First Name

Last Name

Username

Email

Country -Select- ▼

Organisation Name

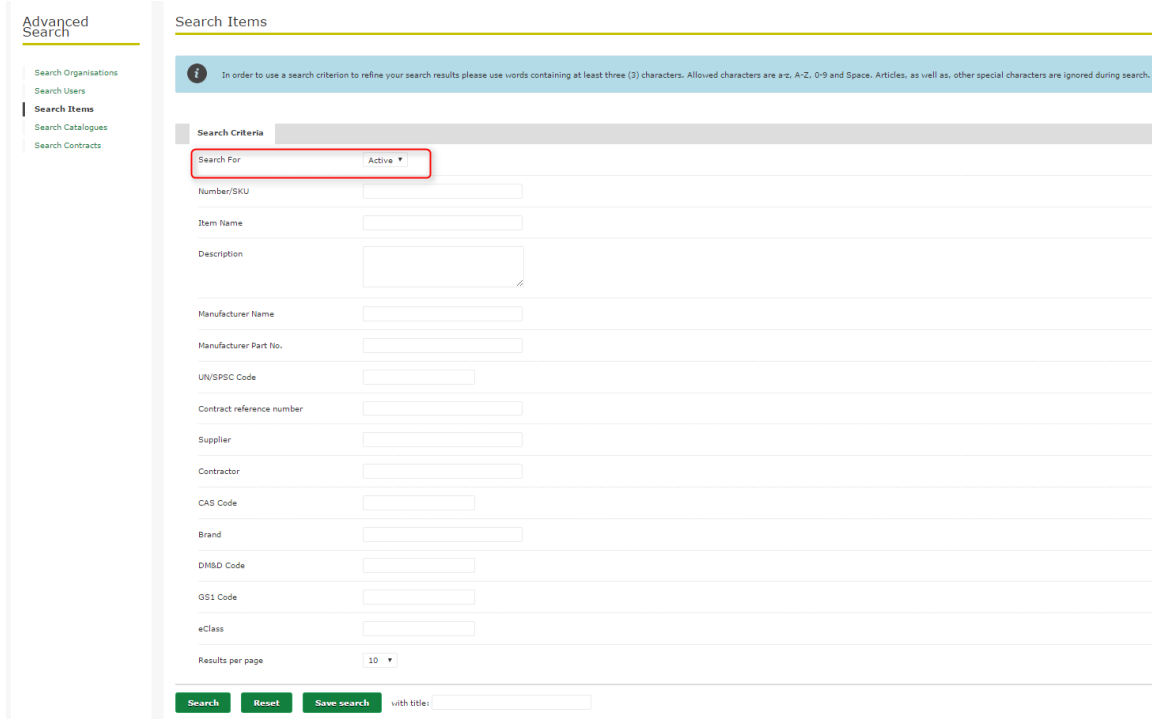
Results per page 10 ▼

**Search** **Reset** **Save search** with title:

**Figure 112: Advanced search for users**

When searching for an item through the advanced search menu the system performs the search in the following fields:

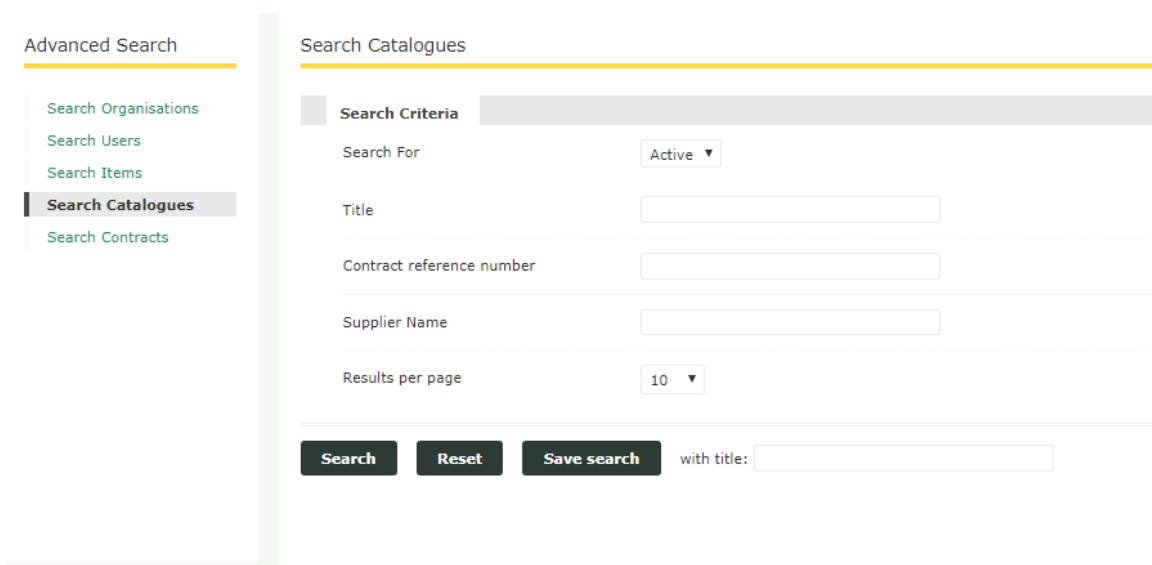
- Search For
- SKU
- Name
- Description
- Manufacturer Name
- Manufacturer Part No.
- UN/SPSC Code
- Contract reference number
- Supplier
- Contractor
- CAS Code
- Brand
- DM&D Code
- GS1 Code
- eClass
- Contract Type
- Results per page



**Figure 113: Advanced search for items**

When searching for a catalogue through the advanced search menu the system performs the search in the following fields:

- Search For
- Title
- Contract reference number
- Supplier Name
- Contract Type
- Results per page



**Figure 114: Advanced search for catalogues**

When searching for a contract through the advanced search menu the system performs the search in the following fields:

- Search For
- Title
- Contract reference number:
- UN/SPSC Code
- Contract created by
- Start Date (From - To)
- End Date (From - To)
- Results per page

#### Search Contracts

Search Criteria

Search For

Active ▼

Title:

Contract reference number:

UN/SPSC Code

Contract created by

Start Date

From

To

End Date

From

To

Results per page

10 ▼

Search

Reset

Save search

with title:

Figure 115: Advanced search for contract

## 3.9 Contracts

The Supplier users can perform the following activities for the management of their contracts:

- View contract details
- View terms of contract
- View Terms of delivery
- View list of catalogues
- Upload catalogue
- Download CCM catalogue template

This management functionality is provided through the “**Contracts**” option of the top menu.

**Figure 116: View list of contracts**

By selecting a contract, the supplier user is able to view the details of the contract,

**Figure 117: View contract details**

### 3.10.1 View Terms of Contract/ Delivery

The user is also able to view the terms of the specific contract or the terms of delivery by selecting the option of the menu on the left.

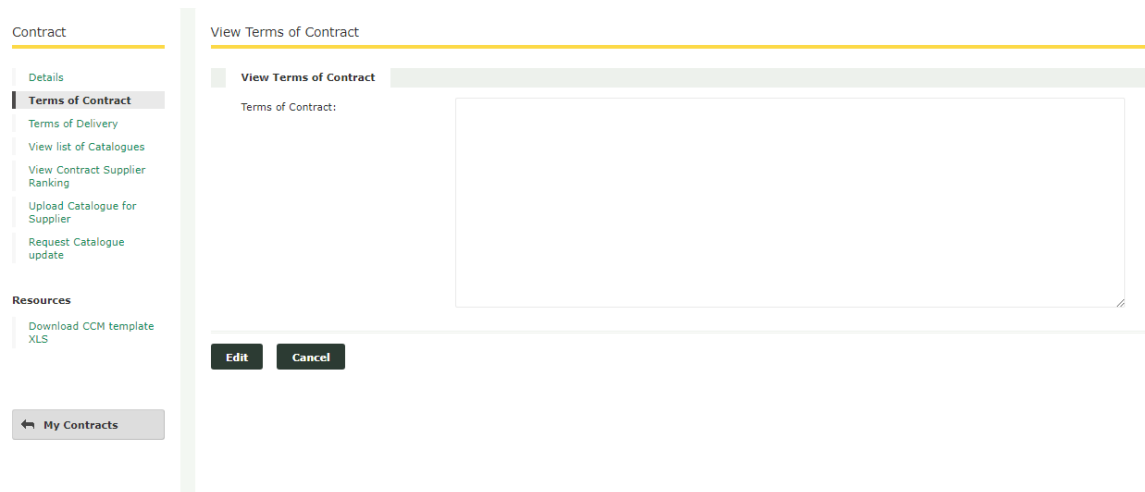


Figure 118: View terms of contract

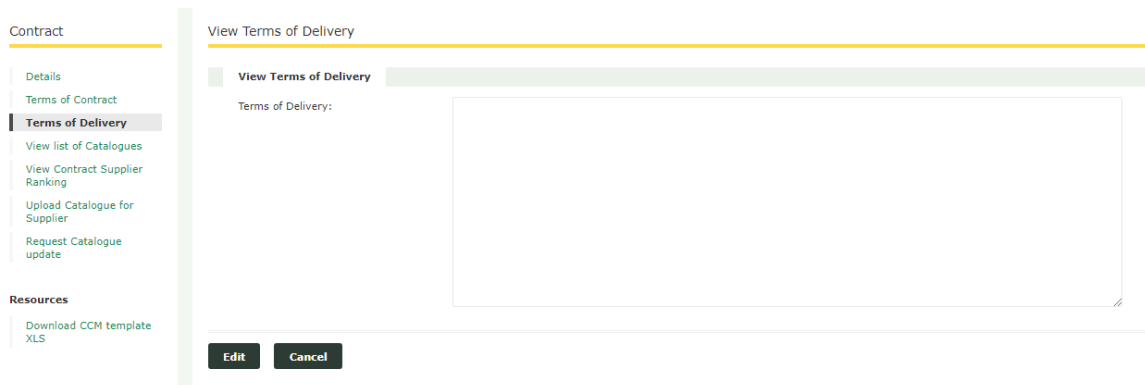
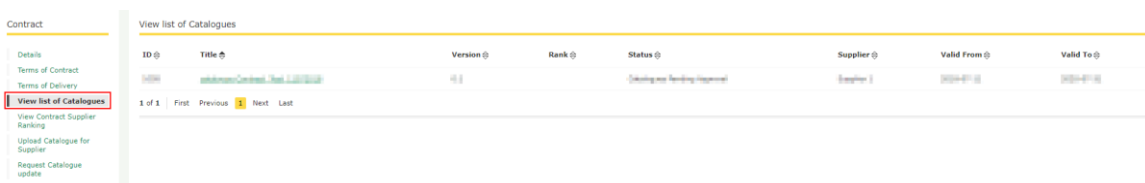


Figure 119: View terms of delivery

### 3.10.2 View List of Catalogues

The supplier user is able to view the list of catalogues uploaded for the specific contract by selecting the option “View list of catalogues” from the menu on the left.



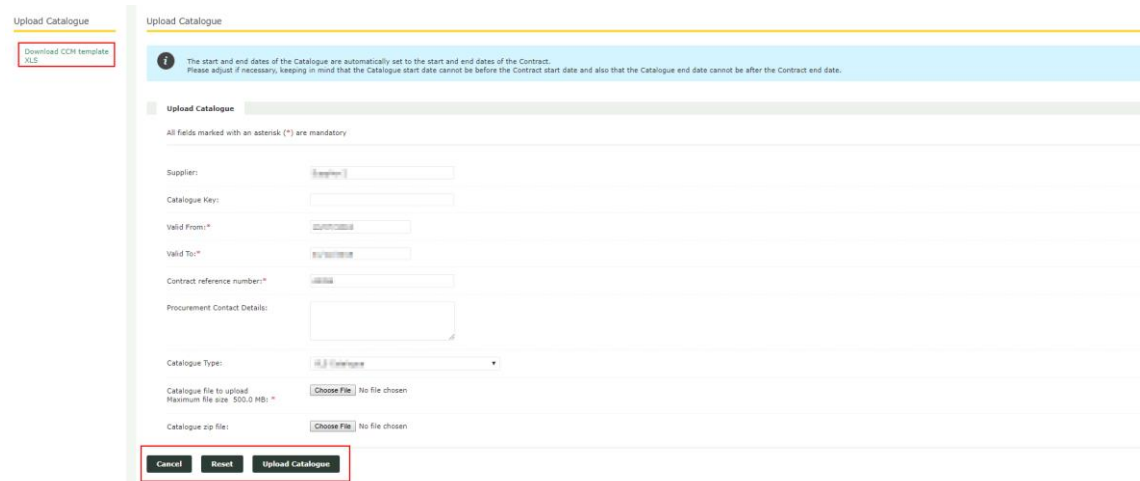
ID	Title	Version	Rank	Status	Supplier	Valid From	Valid To
1000	Information/Contract, Part 1, 2019-10-10	1.0		Waiting for Ranking Approval	Supplier 1	2019-10-10	2019-10-10

Figure 120: View list of catalogues

### 3.10.3 Upload a Catalogue

The system will enable the Supplier to upload a catalogue in XLS or XML format. For uploading a catalogue for the specific contract, the user selects the “Upload catalogue” option from the menu on the left and is able to download the CCM template in xls format. In order for a user to

associate a catalogue line with image files or files that provide additional information for a catalogue line, the user needs to create a ZIP file that will contain all referenced information. The ZIP file must be uploaded at the same time as the catalogue through the catalogue upload facility.



**Upload Catalogue**

The start and end dates of the Catalogue are automatically set to the start and end dates of the Contract. Please adjust if necessary, keeping in mind that the Catalogue start date cannot be before the Contract start date and also that the Catalogue end date cannot be after the Contract end date.

**Upload Catalogue**

All fields marked with an asterisk (\*) are mandatory.

Supplier:

Catalogue Key:

Valid From:

Valid To:

Contract reference number:

Procurement Contact Details:

Catalogue Type:

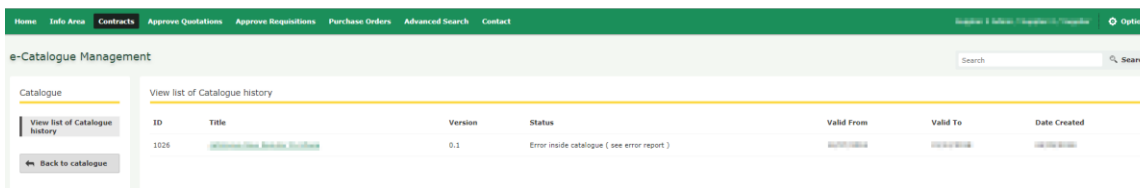
Catalogue file to upload:  No file chosen

Maximum file size: 500.0 Mb: \*

Catalogue zip file:  No file chosen

**Figure 121: Upload catalogue**

In case a catalogue that is uploaded and is not in accordance to specifications and contains errors, the system upon processing of the uploaded catalogue will produce an error report by selecting the “View list of Catalogue history” option from the menu on the left.



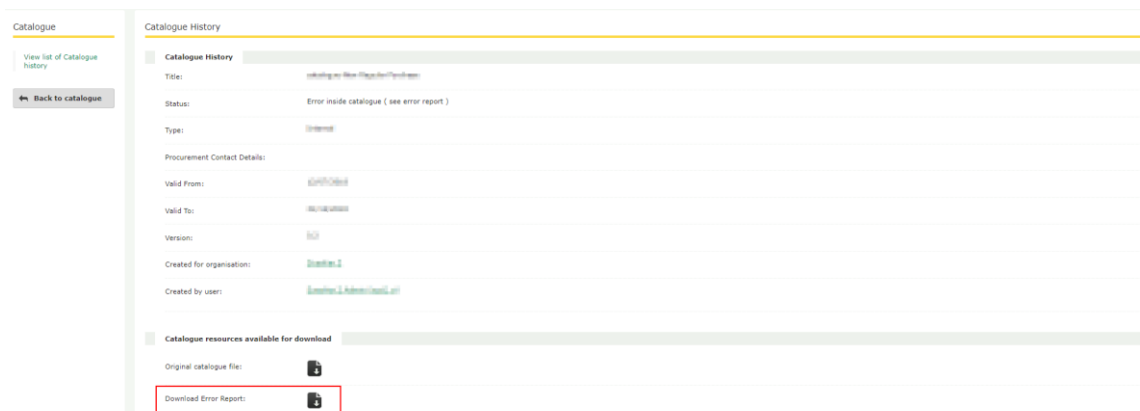
**e-Catalogue Management**

View list of Catalogue history

ID	Title	Version	Status	Valid From	Valid To	Date Created
1026	Catalogue Line Details	0.1	Error inside catalogue ( see error report )			

**Figure 122: Error report**

By selecting the catalogue title, the catalogue history will be displayed and the supplier user will be able to download the error report in xml format.



**Catalogue History**

Title:

Status:

Type:

Procurement Contact Details:

Valid From:

Valid To:

Version:

Created for organisation:

Created by user:

**Catalogue resources available for download**

Original catalogue file:

Download Error Report:

**Figure 123: Download error report**

Once, the Supplier user uploads the catalogue, he may decide whether to submit it to the Buying Organisation for approval or cancel it. In case it is cancelled the process ends. In case the user submits it for approval then the users that are assigned as Approvers of the specific Contract of the Buying Organisation will be notified to follow-up. Once, the Supplier user uploads a catalogue and before it is submitted for approval, a preview page will be available in order to view the uploaded items.

[Home](#)
[Info Area](#)
[Contracts](#)
[Approve Quotations](#)
[Approve Requisitions](#)
[Purchase Orders](#)
[Advanced Search](#)
[Contact](#)

[Supplier 2 Admin / Supplier 2 / Supplier](#)

[Options](#)

## e-Catalogue Management

Catalogue

[View list of Catalogue history](#)

[Back to catalogue](#)

View list of Catalogue history

ID	Title	Version	Status	Valid From	Valid To	Date Created
10001	<a href="#">Catalogue Item Requisition Purchase</a>	0.0	Pending submission for approval	01/07/2018 00:00	01/07/2018 00:00	01/07/2018 00:00
10002	<a href="#">Catalogue Item Requisition Purchase</a>	0.0	Error inside catalogue ( see error report )	01/07/2018 00:00	01/07/2018 00:00	01/07/2018 00:00
10003	<a href="#">Catalogue Item Requisition Purchase</a>	0.0	Error inside catalogue ( see error report )	01/07/2018 00:00	01/07/2018 00:00	01/07/2018 00:00

**Figure 124: Successful catalogue upload**

By selecting the catalogue title, the catalogue history will be displayed and the supplier user will be able to Submit for approval.

Catalogue

View list of Catalogue history

Back to catalogue

Catalogue History

Title:Catalogue: New Report Template

Status:Error inside catalogue ( see error report )

Type:Internal

Procurement Contact Details:

Valid From:2017-01-01

Valid To:2017-12-31

Version:1.0

Created for organisation:Government Z

Created by user:Government Z Admin (govz.admin@govz.gov)

Catalogue resources available for download

Original catalogue file:

Download Error Report:

**Figure 125: Submit for approval**

### 3.11 Information Area

The supplier user is able to view the content displayed in the information area of the system (Figure 126). In order to view the content of information which is displayed in the system the supplier user selects the option “**Info Area**” on the top menu:

[Home](#)
[Info Area](#)
[Contracts](#)
[Approve Quotations](#)
[Approve Requisitions](#)
[Purchase Orders](#)
[Advanced Search](#)
[Contact](#)

[Registration](#)
[Login](#)
[Registration](#)
[Logout](#)

Options

e-Catalogue Management

Info Area

News

Statistics

FAQ

User Manual

Information Area for News

Title	Description	Attachment
test	test	<a href="#">test</a> <a href="#">test</a> <a href="#">test</a>

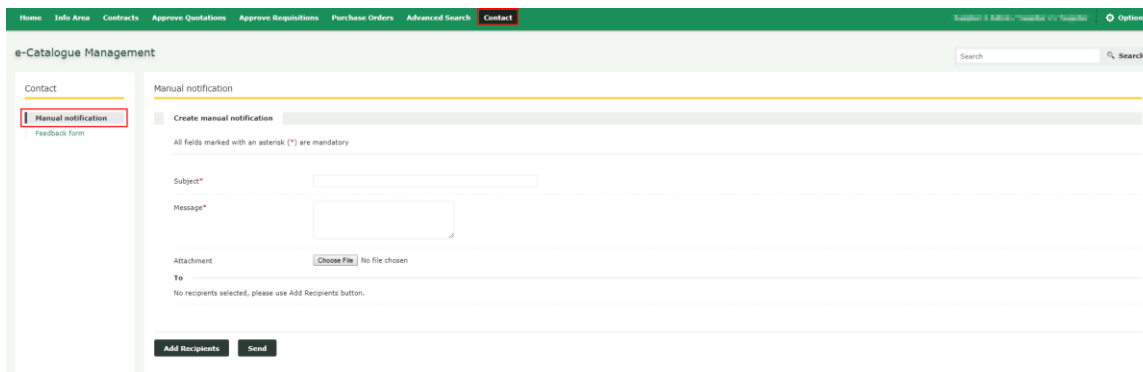
1 of 1
First
Previous
Next
Last

### Figure 126: Info Area

## 3.12 Manual Notification

The supplier user is able to send a manual notification (Figure 127). In order to send such a notification, the supplier user selects the option “**Manual Notification**” in the “**Contact**” option on the top menu.

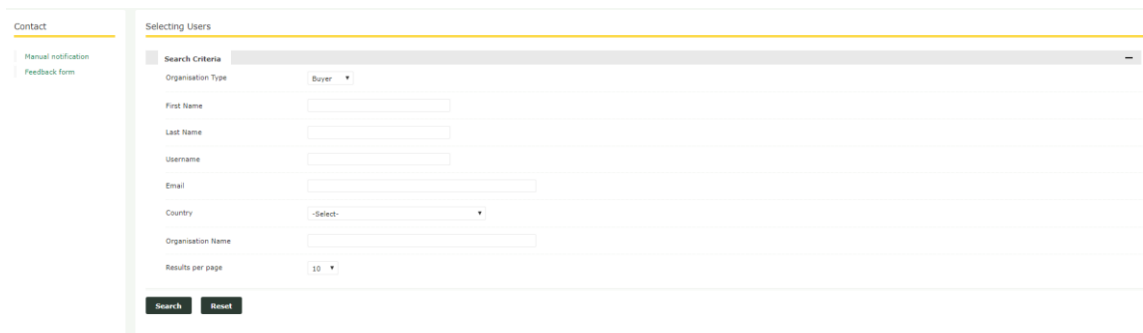
Then the supplier user provides the mandatory criteria and optionally has the option to upload a file.



The screenshot shows the 'e-Catalogue Management' interface. The top navigation bar includes links like Home, Info Area, Contracts, Approve Quotations, Approve Requisitions, Purchase Orders, Advanced Search, and Contact. The 'Contact' menu is highlighted. On the left sidebar, 'Manual notification' is selected under the 'Contact' section. The main content area is titled 'Manual notification' and contains a 'Create manual notification' section. It includes a note: 'All fields marked with an asterisk (\*) are mandatory'. The form fields are: 'Subject\*' (text input), 'Message\*' (text area), 'Attachment' (with a 'Choose File' button and 'No file chosen' text), and 'To' (a dropdown menu with the text 'No recipients selected, please use Add Recipients button.'). At the bottom, there are 'Add Recipients' and 'Send' buttons.

Figure 127: Manual notification

The supplier user has the option to add recipients by selecting the “Add recipients” button. In order to select the recipients, the supplier user should complete some of the fields displayed below.

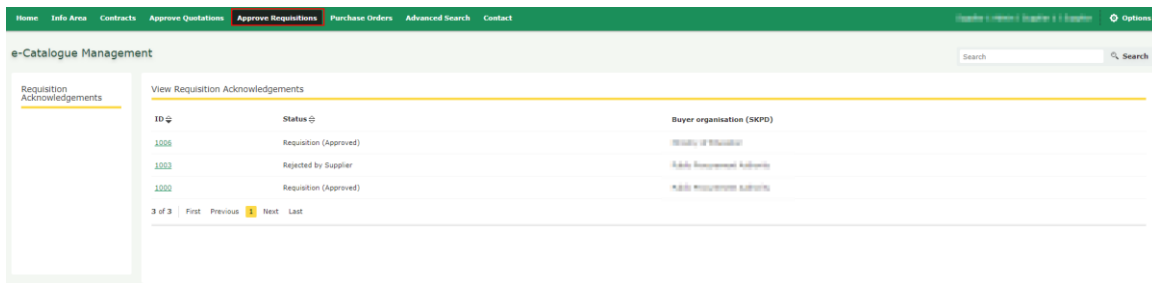


The screenshot shows the 'Selecting Users' form. The left sidebar has 'Manual notification' and 'Feedback form' options. The main content area is titled 'Selecting Users' and contains a 'Search Criteria' section. It includes a dropdown for 'Organisation Type' (set to 'Buyer'), and text input fields for 'First Name', 'Last Name', 'Username', and 'Email'. There is a dropdown for 'Country' (set to '-Select-') and a text input for 'Organisation Name'. At the bottom, there is a 'Results per page' dropdown (set to '10') and 'Search' and 'Reset' buttons.

Figure 128: Select notification recipients

## 3.13 Requisitions

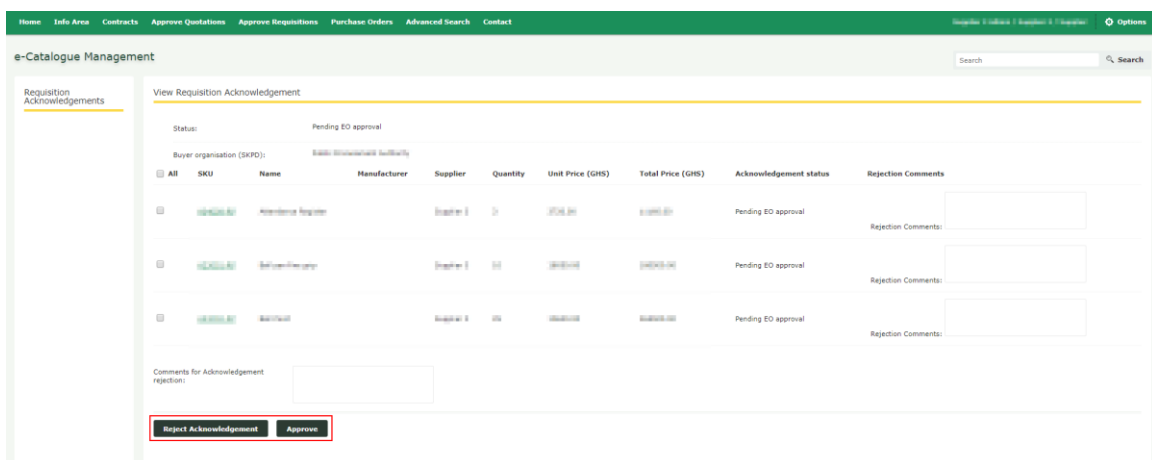
Upon approval of a Requisition by the “Requisition Approver”, the status of the Requisition will be automatically set to “Pending Supplier Info”. The Requisition is then forwarded to the Supplier. The “Supplier” will be presented with a page that will display a table containing the different Requisitions he receives



ID	Status	Buyer organisation (SKPD)
1005	Requestion (Approved)	Ministry of Education
1003	Rejected by Supplier	Public Procurement Authority
1002	Requestion (Approved)	Public Procurement Authority

Figure 129: List of requisitions

By selecting a specific requisition the supplier user will be able to view the details of the requisition acknowledgement and will be able to reject specific items, reject or approve the requisition.

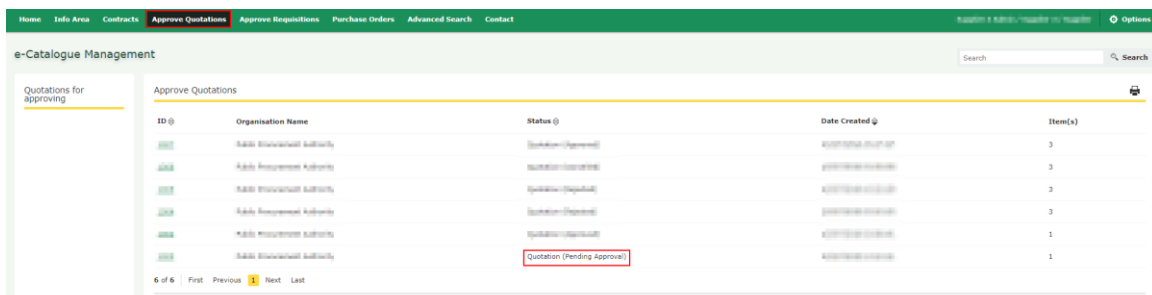


Status	Buyer organisation (SKPD)	Name	Manufacturer	Supplier	Quantity	Unit Price (GHS)	Total Price (GHS)	Acknowledgement status	Rejection Comments
Pending EO approval	Public Procurement Authority	Attendance Register		Supplier 1	1	1000.00	1000.00	Pending EO approval	
Pending EO approval	Public Procurement Authority	Attendance Register		Supplier 1	1	1000.00	1000.00	Pending EO approval	
Pending EO approval	Public Procurement Authority	Attendance Register		Supplier 1	1	1000.00	1000.00	Pending EO approval	

Figure 130: Manage requisition

### 3.14 Quotations

Once the buyer user fills in all the necessary information the RfQ is sent to the Supplier. The RfQ will be set to "Pending Supplier Approval" status and will need to be reviewed and approved (or rejected) by the "Supplier". The Supplier will have access to a list of RfQs.



ID	Organisation Name	Status	Date Created	Item(s)
1001	Public Procurement Authority	Quotation (Approved)	2020-09-01 10:00:00	3
1002	Public Procurement Authority	Quotation (Approved)	2020-09-01 10:00:00	3
1003	Public Procurement Authority	Quotation (Approved)	2020-09-01 10:00:00	3
1004	Public Procurement Authority	Quotation (Approved)	2020-09-01 10:00:00	3
1005	Public Procurement Authority	Quotation (Approved)	2020-09-01 10:00:00	1
1006	Public Procurement Authority	Quotation (Pending Approval)	2020-09-01 10:00:00	1

Figure 131: View list of RfQ

The supplier user shall have the option to edit the individual item values (Supplier's negotiation price) in an RfQ, thus creating new subtotals of price in case of multiple currencies in the RfQ, reject the RfQ, or accept it as is. Once complete, the Supplier will submit the RfQ back to the PO Requisition Approver.

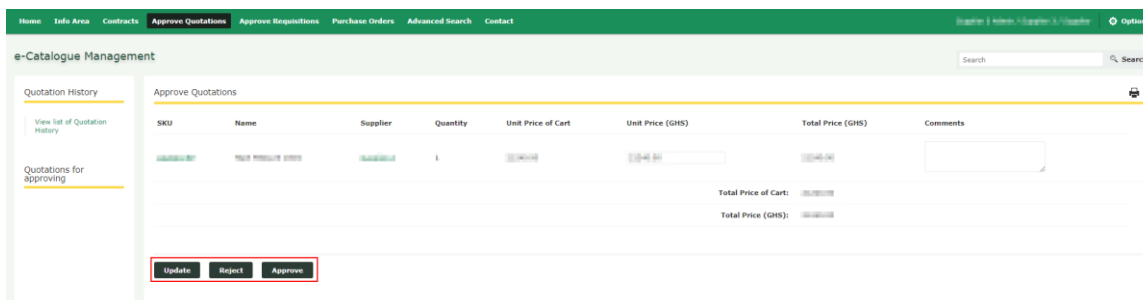
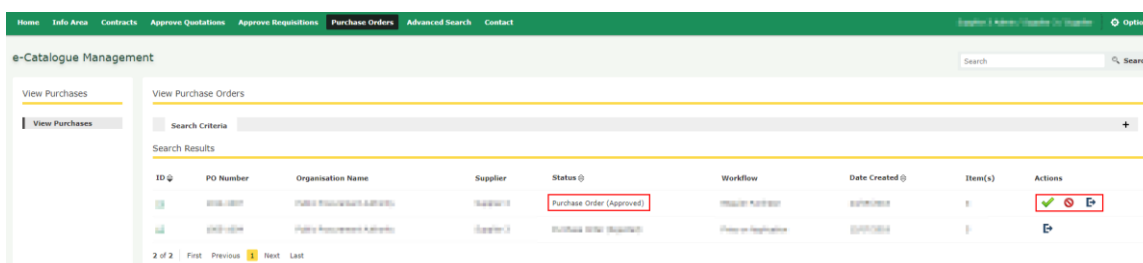


Figure 132: Manage RfQ

### 3.15 Purchase Order

The “Supplier” users will be presented with a page that will display a table containing the “Signed POs” that are dispatched to them



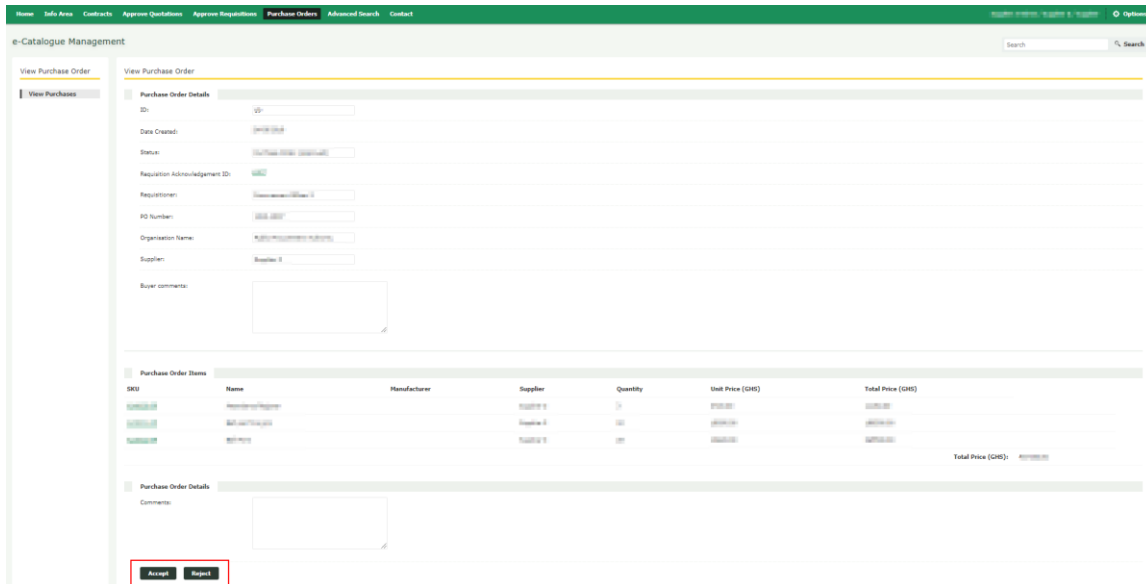
ID	PO Number	Organisation Name	Supplier	Status	Workflow	Date Created	Item(s)	Actions
1	PO-001	Public Procurement Authority	Supplier	Purchase Order (Approved)	Request for Proposal	2023-01-01	1	✓ ✕ ⚙
2	PO-002	Public Procurement Authority	Supplier	Purchase Order (Rejected)	Request for Proposal	2023-01-01	1	✕ ⚙

Figure 133: List of purchase order

The “Supplier” will be able to add comments (e.g. technical negotiations). Upon viewing the Signed PO, the “Supplier” will be able to:

- view any comments added by the LPO Approver;
- reject the PO; or
- adjust the quantities of the PO based on available stock and provide estimated delivery dates before or accepting the PO.

If the “Supplier” rejects the Signed PO, the status of the PO is set to “Rejected by Supplier”. The “LPO Approver” is notified by email that the PO has been rejected by the “Supplier” and the flow of activities is terminated.



**e-Catalogue Management**

View Purchase Order

**Purchase Order Details**

ID:

Date Created:

Status:

Requestion Acknowledgment ID:

Requestioner:

PO Number:

Organization Name:

Supplier:

Buyer comments:

**Purchase Order Items**

SKU	Name	Manufacturer	Supplier	Quantity	Unit Price (GHS)	Total Price (GHS)
Acetaminophen	Acetaminophen	Manufacturer	Supplier 1	10	100.00	1000.00
Paracetamol	Paracetamol	Manufacturer	Supplier 2	10	100.00	1000.00
Ibuprofen	Ibuprofen	Manufacturer	Supplier 3	10	100.00	1000.00
Total Price (GHS):						3000.00

**Purchase Order Details**

Comments:

**Accept** **Reject**

Figure 134: Manage purchase order

END OF DOCUMENT